

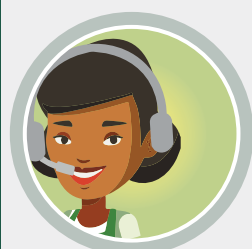
NEW ELECTRICITY SERVICE CONNECTION: What you need know, from A to Z



The Eswatini Electricity Company (EEC) is rolling out a new three-stage “Vutsela” service connection process for all new electricity service applications. This process is meant to improve the turn-around time from application to electrification and significantly reduce the existing backlog of new service connections.

EEC will effect this process as of the 1st of April, 2021 together with a new wiring and overhead service connection standard. The two processes will increase the success rate of all quotations processed in the EEC systems, improve efficiency and reduce costs while ensuring compliance to quality of service, supply and safety standards.

The three-stage “Vutsela” service connection process outlines the connection journey from application to the connection of electricity in an establishment. The new service connection standard presents a clear guideline for house/ infrastructure wiring as per the approved EEC standard. It also promotes uniformity and best practice among electrical wiremen.



STAGE 1 ENQUIRIES

WHAT IS INVOLVED AT THIS STAGE?

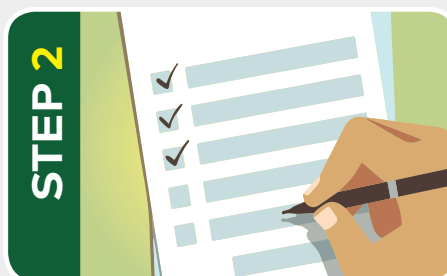
In this stage customers are expected to have their personal/business information in an enquiry form. This should be the customer information details in relation to the property/business location they intend to connect with electricity.

- As per the electricity connection standard customers are expected to have an existing structure for the connection.

For an enquiry the following steps apply



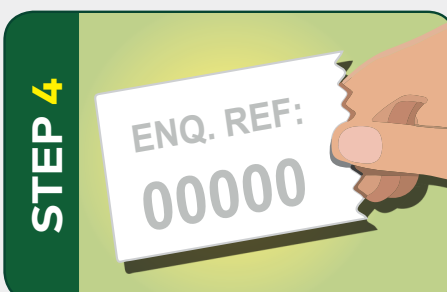
Visit any EEC service outlet to make an enquiry application, and fill in the connection details.



Fill enquiry details, upon reading the requirements of the connection standard, then acknowledge and sign the enquiry application form.



Customers are provided with EEC accredited Electrician database; a customer may confirm or choose an electrician from the database. This is a list of practising Electricians in the country and used as per the provisions of the Electricity Act.



On completion of the enquiry process, customers will be given an enquiry reference.

Tips and Key Information

- A customer must have an existing structure to complete this stage of application.
- Enquiry application also requires customer to describe premises and physical address (full details).
- A customer making the enquiry application must be able to show/have proof of ownership of the property being sought for a connection e.g. a title deed, letter from Umphakatsi confirming ownership with applicant's details.
- EEC approved electrician database must be used based on customer preference.
- Type of customer - enquiry identifies type of customer to trigger the defined timelines for business and individuals.
- Enquiry application is proposed to be a free service provided by EEC.
- Group schemes is formulated in instances where all individuals have completed the enquiry stage. Their enquiry references is used to formulate the group scheme membership.
- For follow-up purposes, the customer ref and enquiry reference can be used.



STAGE 2 QUOTATION APPLICATION

WHAT IS INVOLVED AT THIS STAGE?

Where and/or when customers have successfully completed the Enquiry Stage, the next stage of the process requires the customer to complete the application for connection. For this stage to be complete a customer must not only have an existing structure, but it must have been wired according to EEC approved wiring standards and in conformance with the Electricity Act which requires use of a grade tested Electrician(s).

A customer must follow this step-by-step process. This stage seeks to address efficiency in the processing of connection applications:



Customer requests the company to do a connection quote for their premises. Through the enquiry application, we can convert your enquiry reference to a quotation reference. At this stage the customer is also expected to sign-off on the application to ensure they have read and met the requirements as stipulated by EEC.



Customer must pay for the application, an amount relevant to the charges applicable in that year (see service charges guide for amount to be paid).

The exception to the application fees at this stage is that in a Group Scheme members less than 5 pay the applicable application fee (see service charges guide) multiplied by the number of members. Where members are more than 5, the amount is capped to the five members multiplied by the application fee.

For example, for a group scheme of ten members, the application fee is E287 x 5 members = E1,435.00 (capped at this amount).



Submit a connection application form filled by the Electrician with their details. It provides details of the work done by the Electrician on the customer's premises.

Additionally, the Electrician signs as proof that his work is as per EEC wiring standards, and importantly that it is a safe connection.



EEC dispatches a Connections technician that will do a physical site inspection as guided by EEC connection checklists.



The advantage for customers is that we not only collect data for the quotation calculation, but we also do preliminary connection and conformance verification to the electrician wiring safety standards. On completion of the customer site visit Step 4, the electrician completes the checklist which determines PASS/FAIL for their application. At this stage the customer should be aware of their prospects for a connection, if the connection passes. The customer can expect a quotation and once payment is made they are advised on the connection date. Conversely if customer premises have failed because of non-conformance to standards, their application reverts to the Enquiry Stage.

NB: Upon completing the EEC requirements and conformance the customer may re-apply and pay the applicable application fee to get a new quote on his/her enquiry reference.

Tips and Key Information

- Customer inspections and data collection give customers instant feedback on what to do or correct in their wiring to ensure conformance.
- During site visit the Technician will obtain the scope of work to improve turnaround time.
- If the connection request passes, the customer is advised to make payment to finalise the process.



STAGE 3 PAYMENT & INSTALLATION

WHAT IS INVOLVED AT THIS STAGE?

This is the last stage of the connection process. Customers at this stage must have a valid quotation as per their request:



The customer on receipt of a quotation makes full payment on the quoted amount.



The customer will enter into a customer/service contract with EEC at this step. This is the final agreement the customer has with EEC after having satisfied all the binding and contractual obligations as stipulated from the Enquiry Stage, provided documents and applicable legal provisions and Acts are adhered to.



The customer makes payments and awaits connection. The Connections Team is dispatched with the intention to confirm inspection completion and do connection tests.

Where the customer tests are successful, the customer will be connected and given his/her connection details. Where the tests are not successful the customer reference is returned to the Enquiry Stage.



Installation scheduled and customer advised on proposed date of site visit. All customer details are confirmed before installation.

Tips and Key Information

- Quotation issued is fully paid to complete this stage of the application
- The customer must ensure that their renovation is still valid.
- Sponsor driven projects (Group Schemes) must be paid in full before implementation.
- Customer can make multiple payments within the validity period to complete the payment.

For any complaints, customers are encouraged to use the available complaints procedure.

CONTACT INFORMATION

TOLL FREE: 800 9000

2508 3333 (STANDARD RATES APPLY)



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