



ZESCO LIMITED

### CUSTOMER APPLICATION FORM

CUSTOMER DATA			
Company Name (If applicant is a Company):		Name of Owner or Authorized representative:	
Surname (if applicant is an individual):		Forenames:	
Identity No.:	Type:	NRC: <input type="checkbox"/> Passport: <input type="checkbox"/> Country of issue:	
		Drivers Licence: <input type="checkbox"/> BRN: <input type="checkbox"/>	
Town:	Township/Compound:	Street Name:	Plot No. /House No:
Postal Address:			
Home Phone:	Business Phone:	Fax No.	Cell Phone No.:
Email Address:		Employer:	Main Banker:
Full name of Guarantor:		Address:	Telephone:
Name of Landlord:		Address:	Telephone:
PAYMENT AND BILL SENDING DATA			
FOR DIRECT DEBIT ONLY:		DIRECT DEBIT: <input type="checkbox"/>	STANDARD (Cash/Cheque): <input type="checkbox"/>
Bill Sending Method:	Delivered to premises: <input type="checkbox"/>	E-MAIL: <input type="checkbox"/>	POSTAL ADDRESS: <input type="checkbox"/> SPECIAL: <input type="checkbox"/>
Address for Method of delivery Selected:			
Bank and Branch:		Account No.:	Limit amount:
SUPPLY DATA			
Date Required:		Time Required:	
Town:	Township/Compound:	Street Name:	
Plot No.	House No./Flat No.:	Name of Building/Flat:	Floor No:
For what purpose/use is the Supply required:		DOMESTIC: <input type="checkbox"/>	COMMERCIAL: <input type="checkbox"/> AGRICULTURE: <input type="checkbox"/>
PUBLIC LIGHTING: <input type="checkbox"/>		INDUSTRIAL/MINING: <input type="checkbox"/>	OTHER: <input type="checkbox"/> If OTHER specify:
Type of Supply required:		NORMAL /STANDARD: <input type="checkbox"/>	HIGH RELAIBILITY : <input type="checkbox"/>
Supply Voltage:		Phases:	Chargeable Capacity:
Capital contribution paid:		Date of payment:	Receipt No.:
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Capital contribution paid:		Date of payment:	Receipt No.:

I/WE HEREBY AGREE TO OBSERVE AND BE BOUND BY THE CONDITIONS OF ZESCO LIMITED SEPARATELY ISSUED TO ME/US AND IN THE GOVERNING LEGISLATION AND BY THE REGULATIONS AND TARIFFS IN FORCE AND ANY AMENDMENTS THERE TO IN ALL MATTERS AFFECTING THE SUPPLY OF ELECTRICITY AND ANY ELECTRICAL INSTALLATION ON THE PREMISES OCCUPIED BY ME/US.

DATE: \_\_\_\_\_ CUSTOMER SIGNATURE: \_\_\_\_\_

LANDLORD NAME: \_\_\_\_\_ DATE: \_\_\_\_\_ SIGNATURE: \_\_\_\_\_



## ZESCO LIMITED

### EXTRACT FROM ZESCO CONDITIONS OF SUPPLY

- 1) Acceptance of the quotation to provide supply and payment of Capital Contribution and/or connection fee together with any charges that may be levied by **ZESCO Limited** from time to time, should establish a contract between the customer and **ZESCO LIMITED**.
- 2) Any person that moves into a premise where **ZESCO LIMITED** is providing supply should report to **ZESCO LIMITED** offices within 24 hours to regularize the contract, failure to do that will result in supply being disconnected and legal proceedings instituted.
- 3) Any Customer who intends to move out of a premise where **ZESCO LIMITED** is providing supply should report to **ZESCO LIMITED** offices within 48 hours to cancel the existing Contract. Failure to do so, will result in the customer assuming all charges that may be calculated after the vacation of the premises.
- 4) Before supply is made available to premises, the customer shall be required to pay a refundable security deposit equivalent to the estimated cost of three months consumption. Notwithstanding the foregoing above, **ZESCO LIMITED** reserves the right to disconnect supply if the customer fails to pay any account by its due date. The deposit paid or security given will be held as surety against payment of accounts rendered.
- 5) The payment of Capital Contribution and connection fees are non-refundable and therefore give no proprietary interest or ownership in any equipment, cable or apparatus. The equipment shall solely be owned by **ZESCO LIMITED**.
- 6) An officer of **ZESCO LIMITED** may at all reasonable times enter any premises, to which electricity is supplied for the purpose of reading, inspecting, disconnecting and for all purposes in connection with the supply of electricity or relating to the apparatus belonging to **ZESCO LIMITED** or to the customer on the premises.
- 7) Customers shall pay a fixed monthly charge which is payable from the date the supply is made available, whether electricity is used or not.
- 8) Trees, shrubs, embellishments or anything which may obstruct, impede or interfere with the power lines of the supply **ZESCO LIMITED** shall be removed or otherwise dealt with by the owner or customer to the satisfaction of **ZESCO LIMITED** failure to which **ZESCO LIMITED** reserves the right to enter upon the customer premises and remove such impediments.
- 9) Where practical and available, the company shall endeavor to install a meter at every point of supply. Where meter readings have not been taken **ZESCO LIMITED** may estimate the consumption for the particular month as being equal to the average consumption.
- 10) The charges for electricity consumptions will be in accordance with the gazetted tariffs and any amendments thereto.
- 11) In the event that **ZESCO LIMITED** upon inspection discovers that the meter was not giving a correct reading resulting in overcharging or undercharging the customer agrees that upon correction of the meter and if it is found that the customer was being overcharged, the customer account will be credited with the amount for the period he was overcharged and if the customer was being undercharged the account will be debited with the amount for the period he was being undercharged.
- 12) Electricity meter will be tested upon payment of a meter test fee by the customer. The fee is prescribed by **ZESCO LIMITED** from time to time. If test results show meter inaccuracy, the recovery of the meter being tested will be effected and necessary adjustments carried out.
- 13) Errors resulting from tempering of meters will be regarded as fraud and may result in prosecution in addition to penalty charges
- 14) The payment of Capital Contribution and Connection Fee does not bind **ZESCO LIMITED** to make supply available by a given date, but every effort will be made to provide the required supply within reasonable time. However, in cases where supply must be available by a particular date, specific agreements must be entered into with **ZESCO LIMITED**.
- 15) The customer will accept responsibility for the safe keeping of **ZESCO LIMITED** property installed on the customer's premises. It is the responsibility of the customer to provide suitable protection devices for equipment installed at their premises.
- 16) **ZESCO LIMITED** will usually provide normal/standard supply but where very reliable supply is required, the customer is advised to seek **ZESCO** advice and make special arrangements.
- 17) The supply of electricity is subject to these conditions, the provisions of the Electricity Act (Chapter 433 of the Laws of Zambia), the Energy Regulation Act (Chapter 436), electricity by-laws, regulations and any other subsidiary legislation affecting the supply of electricity as amended from time to time. These conditions shall not be deemed to limit or derogate from the rights of **ZESCO LIMITED**.
- 18) **ZESCO LIMITED** reserves the right to disconnect a customer in the event of any breach of these conditions.
- 19) A copy of the detailed **ZESCO CONDITIONS OF SUPPLY** is available at your nearest **ZESCO LIMITED** Office.



**ZESCO LIMITED**

**SUPPLY ENQUIRY AND NOTICE OF COMMENCEMENT**

Part 1 and 2 of this form should be completed and forwarded to the Corporation at least 14 days before any work is put in hand.

**Dear Sir,**

I/We the undersigned, acting on my/our capacity as Electrical Contractor/s and Agent/s for the Owner/Developer o the under Mentioned herby give notice of my/our intention to put in hand Such works as are specified in part 1 and 2 of this notice.

Please forward to me/us details of such connection fees as my be required by you together with your comments concerning the availability of a suitable Electricity Supply.

I/We understand the submission of this enquiry does not

**Name:** ..... **Signed:**.....

**On behalf of:**.....

**Whose postal address is:**.....

**Date:**.....

**PART 1**

Plot No.:		Area:		Owner Of Premise:	
Commencement date:		Completion date:			
<b>Work details (tick as required)</b>					
<b>Type of work</b>	<input type="checkbox"/>	<b>Description of premises</b>	<input type="checkbox"/>	<b>Existing Supply</b>	<input type="checkbox"/>
New installation	<input type="checkbox"/>	A house	<input type="checkbox"/>	None	<input type="checkbox"/>
Complete rewire	<input type="checkbox"/>	A farm	<input type="checkbox"/>	Single phase	<input type="checkbox"/>
Partial rewire	<input type="checkbox"/>	Commercial	<input type="checkbox"/>	Three phase	<input type="checkbox"/>
Additions	<input type="checkbox"/>	Industrial	<input type="checkbox"/>	Overhead	<input type="checkbox"/>
Alterations	<input type="checkbox"/>	Other (specify)	<input type="checkbox"/>	Underground	<input type="checkbox"/>
				Though adequate	<input type="checkbox"/>
				Though inadequate	<input type="checkbox"/>
				Requires moving	<input type="checkbox"/>
					<input type="checkbox"/>

**For ZESCO use only**

Records		Entered on date:	L.No.:
Planning Engineer		Supply:	
Commercial Engineer		C.F.K.:	Meter size:
		S.C. C.C.:	Engr. Notified:
		Total K:	Agmnt. Regd:
		Advised:	Sent:
			Load Enquiry No.:
Records		Entered	Installation No.:



**ZESCO LIMITED**

**OPART 2**

**(A)DETAILS OF EXISTING AND PROPOSED LOAD**

**1) Proposed new load to be connected**

Lighting Points		Sockets			Cookers & Water heaters		Other	
Number	Load	Number	Size	Load	Description	Load	Description	Load

The proposed new load will amount to .....Kw, made up as shown above.

The additional Maximum demand, allowing for diversity, is expected to be.....Kw.

NOTE: For ease of completion, in the case of Domestic Premises only, the following approximations can be used for installed load.

Lighting points:- 100W per point.

**2) Existing load already connected to ZESCO supply (if any)**

Lighting Points		Sockets			Cookers & Water heaters		Other	
Number	Load	Number	Size	Load	Description	Load	Description	Load

The proposed new load will amount to .....Kw, made up as shown above.

The additional Maximum demand, allowing for diversity, is expected to be.....Kw.

**3) Total Load**

When completed the total of the existing (if any) and new installed load will amount to .....Kw. The total Maximum demand, allowing for diversity, is expected to be.....Kw.

**(B) SITE OF WORKS AND OTHER REMARKS**

Please attach a rough sketch drawing showing the site of works in relation to any road, indicate the plot divisions and show the approximately position, size and shape of existing and/or proposed building.