

## **New Service Connection Process**

- ❖ Prospective Applicants must ensure that their premises are wired, inspected, and certified by an Energy Commission licensed professional before they apply to the office for service connection.
- ❖ Applicants must buy and fill out an Application Form. The form is sold for One Ghana cedi only.
- ❖ Submit the completed Application Form, with the necessary attachments; Energy Commission wiring certificate endorsed by the wiring Inspector, a Passport size photograph, a copy of any valid national ID, and a site plan of the premises (in the case of a New service connection) to the office for registration. In the case of a separate meter applicant must attach the parent meter account information
- ❖ A registration code is issued to the applicant to acknowledge receipt of the application document and for the tracking of the application. A visit to the applicant's premises is scheduled.
- ❖ An Estimate technician is tasked to visit the Applicant's premises to estimate the load and the materials required for the service connection.
- ❖ A quotation letter is expected to be issued to the Applicant within five (5) working days after receipt and registration of the application. The quotation letter will indicate the materials to be provided by the applicant and/or the amount to be paid for the service connection.
- ❖ The Connection is executed by NEDCo or awarded to a competent NEDCo registered contractor for connection after the customer pays the amount quoted and supplies the materials required within the time specified. The applicant is expected be connected within five (5) working days after payment of the quotation.
- ❖ Meter is installed and customer information and data are updated on the billing system for billing (for postpaid meters), or purchase of power units for (Prepayment meters)

- ❖ For the customers connected on the postpaid meter, billing starts from the day of connection once consumption starts (Just like the customers on the prepaid meter)

## New Service Connection Flow Chart

Step 1

**Prospective Applicants must ensure that their premises are wired, inspected, and certified by the Energy Commission Licensed Professionals before they apply to the office for service connection.**

Step 2

**Applicants must buy and fill out an Application Form. The form is sold for one Ghana cedis only.**

Step 3

**Submit the completed Application Form, with the necessary attachments; Energy Commission wiring certificate endorsed by the wiring inspector, a passport size photograph, a copy of any valid national ID, and a site plan of the premises (in the case of a New Service Connection) to the office for registration. In the case of a separate meter applicant must attach the parent meter account information.**

Step 4

**A registration code is issued to the applicant to acknowledge receipt of the application document and for the tracking of the application. A visit to the applicant's premises is schedule.**

Step 5

**An Estimate technician is tasked to visit the Applicant's premises to estimate the load and the materials required for the service connection.**

Step 6

**A quotation letter is expected to be issued to the Applicant within five (5) working days after receipt or registration of the applicant. The quotation letter will indicate the materials to be provided by the applicant and or the amount to be paid for the service connection.**

Step 7

**The connection is executed by NEDCo or awarded to a competent NEDCo registered contractor for connection after the customer pays the amount quoted and supplies the materials required within the time specified. The applicant is expected within five (5) working days after payment of the quotation.**

Step 8

**Meter is installed and customer information and data are updated on the billing system for billing (for postpaid meters), or purchase of power units for (prepayment meters).**

Step 9

**For the customers connected on the postpaid meter billing starts from the day of connection once consumption starts  
(Just like the customers on the prepaid meter)**