



TICKET NO: \_\_\_\_\_

ATTACH  
APPLICANT  
PASSPORT HERE

## APPLICATION FOR ELECTRICITY SUPPLY AND AGREEMENT FORM

APPLICATION NO: \_\_\_\_\_

TO BE COMPLETED IN DUPLICATE  
BY THE APPLICANT AFTER  
STUDYING THE CONDITIONS AND  
REGULATIONS OF SUPPLY  
SPECIFIED OVERLEAF

FILL IN BLOCK LETTERS

## PART 1: CUSTOMER PERSONAL DATA

- 1.1 **TITLE** ☐ MRS ☐ MISS ☐ MR ☐ Other (specify) **SURNAME:** \_\_\_\_\_ **OTHER NAMES IN FULL** \_\_\_\_\_
- 1.2 **ADDRESS AT WHICH SUPPLY IS REQUIRED** **HOUSE NO & STREET** \_\_\_\_\_ **LGA** \_\_\_\_\_  
**LAND MARK/BUS STOP** \_\_\_\_\_
- PREMISES TYPE** ☐ Duplex ☐ 3BD Room Flat ☐ 2BD Room Flat ☐ Single Room ☐ Block of Flats ☐ Tenement House ☐ Boys Qtrs. ☐ Others (please specify) \_\_\_\_\_
- 1.3 **USE OF THE PREMISES** ☐ Residential ☐ Commercial ☐ Industrial ☐ Special (please specify) \_\_\_\_\_ **TYPE OF METER** ☐ Three Phase ☐ Single Phase ☐ MD
- 1.4 **NAME OF EMPLOYER/BUSINESS** \_\_\_\_\_ **CONTACT TEL. NO** \_\_\_\_\_
- 1.5 **ADDRESS OF EMPLOYER/BUSINESS** \_\_\_\_\_ **EMAIL ID** \_\_\_\_\_
- 1.6 **VALID MEANS OF IDENTIFICATION** ☐ International Passport ☐ National ID ☐ Driver's License ☐ PVC
- 1.7 **PERSONAL IDENTIFICATION NO: (International Passport/National ID/Driver's License/PVC)** \_\_\_\_\_

## PART 2: DECLARATION AND PAYMENT OPTION

TO BE COMPLETED BY CERTIFIED/REGISTERED ELECTRICAL ENGINEER/ACCREDITED ELECTRICAL CONTRACTOR

- 2.1 **LOAD PROFILING/REQUIREMENT FOR THE PREMISES**
- | S/N                  | Appliance                  | Wattage | Qty | Total (KW) |
|----------------------|----------------------------|---------|-----|------------|
| 1                    | Light Point                |         |     |            |
| 2                    | Ceiling Fan                |         |     |            |
| 3                    | Socket Outlet - 13/15 Amps |         |     |            |
| 4                    | Water Heater               |         |     |            |
| 5                    | Air Conditioner            |         |     |            |
| 6                    |                            |         |     |            |
| 7                    |                            |         |     |            |
| 8                    |                            |         |     |            |
| 9                    |                            |         |     |            |
| 10                   |                            |         |     |            |
| Total Installed Load |                            |         |     |            |
- 2.2 **TYPE OF PROPERTY** ☐ SINGLE HOUSE ☐ APARTMENT ☐ PUMP HOUSE
- 2.3 **DOES THE PROPERTY HAVE A FUNCTIONAL METER?** ☐ YES ☐ NO  
IF YES, METER NO \_\_\_\_\_
- 2.4 **METER TYPE AT THE PROPERTY** ☐ PREPAID ☐ POSTPAID ☐ MAXIMUM DEMAND (MD)
- 2.5 **ESTIMATED MAXIMUM LOAD** \_\_\_\_\_ Ampere/phase
- 2.6 **REQUESTED VOLTAGE/TYPE OF SUPPLY** \_\_\_\_\_
- 2.7 **NAME OF REGISTERED ELECTRICAL ENGINEER/CONTRACTOR** \_\_\_\_\_  
**ADDRESS** \_\_\_\_\_  
**CATEGORY** \_\_\_\_\_ **SIGNATURE** \_\_\_\_\_
- 2.8 **TO BE COMPLETED BY THOSE REQUESTING FOR CHANGE OF CUSTOMER CLASS**  
**METER NO** \_\_\_\_\_ **ACCOUNT NO** \_\_\_\_\_
- LICENSE NO** \_\_\_\_\_  
**DATE** \_\_\_\_\_

I/WE HEREBY REQUEST FOR PORT HARCOURT ELECTRICITY DISTRIBUTION COMPANY TO SUPPLY US WITH ELECTRICITY AT THE ADDRESS STATED AT 1.2 ABOVE FOR THE PURPOSE STATED IN 1.4 ABOVE AND AGREE TO PAY ALL CHARGES MADE BY PHEDC IN ACCORDANCE WITH THE PREVAILING PHEDC TARRIF OF SUPPLY AS APPROVED BY THE NIGERIAN ELECTRICITY REGULATORY COMMISSION (NERC)

## PART 3: TO BE COMPLETED BY OWNER OF PREMISES (LANDLORD)

- 3.1 **SURNAME** \_\_\_\_\_ **OTHER NAMES IN FULL** \_\_\_\_\_  
**DATE OF BIRTH** \_\_\_\_\_ **MOBILE NO:** \_\_\_\_\_ **EMAIL ADDRESS** \_\_\_\_\_  
**ADDRESS OF EMPLOYER/BUSINESS** \_\_\_\_\_  
**ACCOUNT NO** \_\_\_\_\_ **METER NO** \_\_\_\_\_
- 3.2 **VALID MEANS OF IDENTIFICATION** ☐ International Passport ☐ National ID ☐ Driver's License ☐ PVC *Please attach a photocopy of the identification*

I confirm that the applicant is my tenant and I certify his/her request for electricity supply and also accept to notify PHEDC in writing when he/she gives notice (in writing or otherwise) of termination of his/her tenancy agreement, failing in which any outstanding debts or dues in his or her account will be debited on my own account.

**SIGNATURE** \_\_\_\_\_**DATE** \_\_\_\_\_



## PART 4: CONDITIONS AND REGULATIONS OF SUPPLY

I/We, \_\_\_\_\_ hereby request that Electricity will be supplied in accordance with the Electricity Power Sector Reform Act 2005 of the Federal Government of Nigeria and all the relevant codes and Regulations as approved by the Nigerian Electricity Regulatory Commission (NERC)

The Port Harcourt Electricity Distribution Plc (PHED) (hereinafter called "The Operator") will supply Electricity subject to the following terms and conditions.

1. **SYSTEM OF SUPPLY**  
The Operator's system is alternating Current at a frequency of 50Hertz. The medium Voltage will be either 230 Volts single phase or 400 Volts three phase.
2. **INSTALLATIONS**  
Wiring installation shall be executed to the satisfaction of the Operator which will inspect and/or test installation.
3. **SERVICE LINE**  
The nature and location of service line and other supply facilities shall be determined by the Operator. The Operator shall be at liberty at any time to take branch service off the service lines whether on the customer premises or not, for the purpose of supplying electricity to any other premises. The customer shall obtain all facilities required by the operator for the installation of the service line including necessary rights of way over his own and/or adjacent property which the operator may require. Any service line or other facilities provided by/or donated by a consumer shall be treated in line with the investment in Networks Regulation by the Commission.
4. **ACCESS TO PREMISES**  
The Customer shall give the operator all reasonable and necessary access to the customer's premises for the purpose of connecting, disconnecting, inspecting, testing, altering, replacing, maintaining or removing any service line, meter and/or other apparatus or any part thereto and for reading/checking the meter. The Operator's official will produce the Operator identity card, upon demand.
5. **ADDITIONAL EQUIPMENT**  
After the installation referred to in Schedule 2.1 hereof has been tested and passed by the Operator, the Customer shall not have any additional equipment connected to his installation without submitting an application Form Port Harcourt Electricity Distribution PLC 74 to the operator giving at least seven days' notice of his intention to do so, and he shall not use such additional equipment until the installation has been re-tested and passed by the Operator. Neglect of this precaution may cause interruption of supply and damage to Port Harcourt Electricity Distribution PLC equipment. A penalty may be imposed for default.
6. **TESTING AND ACCURACY OF METERS**  
Should the customer or Operator gives notice in disputing the accuracy of a meter, such meter shall be tested by the Nigerian Electricity Management Services Agency (NEMSA). If the customer consider his meter inaccurate, his notice to that effect shall be accompanied by a deposit to cover the cost of the test. In the event of the meter having an error exceeding the line of error as may be allowed by the regulation in force, the amount payable for electricity charge for the period for which the customer is charged on the last invoice rendered prior to the notice of dispute shall be determined in line with the provisions of NERC's Regulation on Meter Reading, Billing, Cash Collection and Credit Management.
7. **DISCONTINUANCE OF SUPPLY**  
Not less than seven days' notice in writing must be given to the Operator by the customer or landlord before vacating the premises. In default of such notice the customer shall be liable to the Operator for all accounts arising until such notice is received or until the Operator accepts an application for the supply to the same installation from another customer. The Operator - reserves the right to discontinue supply of electricity for the purposes of safety, when other customers are being connected or when the Operator's mains or equipment are being tested, repaired, or in cases of unavoidable interruption due to fire, flood, tempest, accident and breakdown of machinery.
8. **PAYMENT FOR ELECTRICITY SUPPLY**  
From the date supply is made available; the Customer must pay monthly for all electricity billed in accordance with the applicable rate. Official Receipts are issued by the Operator for all payment made to it. Customers are advised on each occasion to check that the amount on their receipt corresponds with the sum paid.
9. **SPECIAL NOTE:**  
Whenever any customer of electricity supplied by the Operator leaves the premises where such electricity has been supplied to him without paying the charges for electricity or meter rental due to him, the Operator shall be entitled to recover from the Landlord in accordance with Clause 3.5.
10. **RESPONSIBILITY FOR PORT HARCOURT ELECTRICITY DISTRIBUTION PLC APPARATUS**  
The Customer shall ensure the safety against damage or destruction by fire and shall be solely responsible for the safe custody of the meter and other apparatus belonging to the Operator that were installed at his premises and shall not damage, alter, remove the same or obliterate or remove any marks, words, or number thereon, or permit any such damage. The Customer shall make good any such damage or reimburse the Operator to the extent of any loss the Operator may sustain by reason of any breach of these conditions and regulations. The Customer shall give notice to the Operator of any breakdown, failure, loss, injury, or damage to the meter or any apparatus belonging to the Operator installed in the premises.
11. **NON-LIABILITY OF OPERATOR**  
The Operator will not be responsible for any loss or damage occasioned to any person or property whether belonging to the Customer or not arising out of any defect in or accident to the wiring installation or by the use of electricity supplied or any apparatus that belongs to the Operator or through any default arising on the Operator's system or for any cause beyond their control. This provision is subject to the Operator putting in place all safety measures to ensure a duty of care in the discharge of its responsibility to the customer.
12. **IMPROPER USE OF SUPPLY**  
If the Customer makes use of the supply in such a way as to interfere with the general distribution of electricity, immediate steps shall be taken to remedy the defect complain of or supply discontinue.
13. **BREACH OF AGREEMENT**  
If the Customer shall neglect or refuse to pay electricity supplied, in accordance with these conditions and regulations, or become subject under the bankruptcy laws or enter into liquidation or suffer execution to be made on his effects or commit any other breach this agreement, the Operator may terminate this agreement and/or discontinue the supply of electricity and/or remove the apparatus belonging to them subject to the provisions of NERC's Regulation on Connection and Disconnection of Electricity Services.
14. **REVISION OF CONDITIONS OF SUPPLY**  
The Operator may from time to time, on giving notice to the Customer in writing or by public notice amend or alter any of the above conditions of supply or the scale of charges and such amendment or alterations shall take effect from the date specified in the said notice as approved by NERC.  
  
The Customer and the Operator also hereby agree to abide by and exhaust all administrative remedies as contained in the NERC Customer Complaint Handling and Procedures Regulations before resorting to any other dispute resolution or adjudicatory process.

## PART 5: FOR OFFICE USE ONLY

### 5.1 TO BE COMPLETED BY COMMERCIAL OFFICER

S/N	TYPE OF APPLICATION	TICK THE RIGHT BOX
1	New Service	<input type="checkbox"/>
2	Additional Load / Reduction	<input type="checkbox"/>
3	Change of Customer	<input type="checkbox"/>
4	Additional Meter	<input type="checkbox"/>
5	Change of Tarrif	<input type="checkbox"/>
6	Conversion from Single Phase to Three Phase	<input type="checkbox"/>
7	Conversion from Three Phase to Maximum demand	<input type="checkbox"/>

### 5.6 TO BE COMPLETED BY CREDIT CONTROL SECTION

THE LATEST BILL ON THE ACCOUNT IS \_\_\_\_\_ MONTH \_\_\_\_\_ AMOUNT

THE OUTSTANDING IS \_\_\_\_\_ FINAL BILL AS PER (5.5) ABOVE IS \_\_\_\_\_

THE TOTAL NOW DUE OF \_\_\_\_\_ FINAL VIDE PHED MACHINE RECEIPT NO \_\_\_\_\_

THE APPLICATION IS HEREBY CLEARED FOR FURTHER PROCESSING

NAME	_____
SIGN	_____
DATE	_____
APPROVED BY	_____
NAME	_____
DESIGNATION	_____
SIGN & DATE	_____

5.2 PREFERRED METHOD OF PAYMENT ☐ Cheque ☐ ATM ☐ Online ☐ POS ☐ Cash

5.3 PREFERRED METHOD OF RECEIVING BILL ☐ House Delivery ☐ Email ☐ SMS

5.4 CUSTOMER IDENTIFICATION NO (CIN)

REMARKS/RECOMMENDATION

THE ORIGINAL COPY OF THIS APPLICATION HAS BEEN RECEIVED BY ME

NAME	_____
DESIGNATION	_____
SIGNATURE	_____
DATE	_____

### 5.5 TO BE COMPLETED BY SUPERVISOR

METER NO	_____	ACCOUNT NO	_____
METER READING ON THE BILL	_____	FINAL METER READING	_____
SIGNATURE	_____	DATE	_____
NAME	_____		
DESIGNATION	_____		