



APPLICATION FOR CHANGE OF TENANT/OWNER FOR ELECTRICITY & WATER SUPPLY

Name of Applicant		Property Address	
Contact Telephone No.		Email Address	
Name of Owner		Address if different to Applicant	
Contact Telephone No.		Email Address	
Date of change			
Previous Owner/Tenant			
Electricity Meter Reading		Water Meter Reading	
Date of Reading		Date of Reading	
Is there solar or other renewable energy source on site? Yes <input type="checkbox"/> No <input type="checkbox"/> If Other, what Type?			
Applicants Previous Address (If applicable)			
Electricity Meter Reading		Water Meter Reading	
Would you like your Bills to be sent via Email: Yes <input type="checkbox"/> No <input type="checkbox"/>			
Would you like to pay by: Direct Debit Yes <input type="checkbox"/> No <input type="checkbox"/>			
Standing Order Yes <input type="checkbox"/> No <input type="checkbox"/>			

- I/We apply for a supply of electricity and water for use at the above premises at the rate in force from time to time. Current Tariff and Conditions of Supply are also available on our website www.connect.co.sh
- I/We have received a copy of the conditions of supply for water and conditions of supply for electricity and agree to be bound by these conditions and any amendments made in accordance with condition 12. (Conditions of supply are also available on our website. www.connect.co.sh)

Signature..... **Date**.....

NOTE: Where the applicant is not a private individual this form must be signed by an authorised official of the organisation making the application.



CREDIT CONTROL LIST
(To be completed by the applicant)

ANY OUTSTANDING DEBTS WITH:	Connect Previous disconnect supply	<input type="checkbox"/> <input type="checkbox"/>
SOURCE OF INCOME:	Employed Benefits Other Weekly Monthly	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>

RECOMMENDATION (For Office use Only)

Checked by.....

Recommendation

.....

.....

FOR OFFICE USE ONLY	Date Received	
Approved	Customer Reference	
	<u>Application</u> <u>Number</u>	

FINANCE DEPARTMENT..... **DATE.....**

CONDITIONS OF SUPPLY OF WATER

1 Supply: Water will be supplied in accordance with the provisions of the Water Ordinance, Cap 55 and Water Regulations for the time being in force. Approval of a customer by the company will be at the discretion of the company. The company may require undertakings as to payment of any charges prior to approving a customer for supply. The Branch Water Line provided for a domestic supply will normally be 20mm outside diameter pipe but this may be increased due to requirements.

2 Meters: Metering equipment will be provided by Connect Saint Helena Ltd. If the meter is found in any quarter to have ceased to register, or have registered incorrectly, the consumer shall pay, for the water supplied each quarter, a reasonable sum based on the readings of any meter formerly or subsequently installed on his premises. Due regard will be given to any changes in the character of the installation, any change in consumption, any adjustments rendered necessary, owing to the meter having ceased to register or having registered incorrectly, and shall be made only in respect of the water supplied during such quarter.

3 Branch Water Lines: The consumer shall pay the cost of any lines or fittings required to provide the supply, but the lines and fittings so provided will remain the property of Connect Saint Helena Ltd up to and including the water meter and may be used for supplying other consumers.

4 Water Regulations: The consumer's installation must be carried out and maintained in accordance with the requirements of the Water Regulations.

5 Payment: It is agreed by the consumer and Connect Saint Helena Ltd respectively that the rates of charge for water supplied by Connect Saint Helena Ltd to the consumer shall (subject to the minimum payment required) be those in force from time to time as approved by the Regulator. Accounts will be rendered quarterly. If accounts are not paid within twenty eight days of the account's being rendered; Connect Saint Helena Ltd may disconnect the supply without further notice. Should the Consumer fail to make full settlement of the amount owing to Connect Saint Helena Ltd within 28 days of the date shown on the account, Connect Saint Helena Ltd may charge interest at the rate of 0.75% per month (or part of) on the outstanding amount due on a month by month basis until the outstanding amount and the accumulated interest is paid in full. Any costs incurred in enforcing any debt will be added to the debt. Where the company agrees to transfer an account to a new property the company may at its sole discretion agree that any previous debt may be carried over and paid by instalments. Where this occurs the Customer agrees that the debt shall be added to the new account and shall be treated as if it were a debt incurred in respect of the new property.

6 General: Connect Saint Helena Ltd shall not be liable for any loss of, or damage to, property in consequence of any failure, total or partial, to supply water (including a failure to supply at the minimum pressure), or for any other defect in such supply, when such failure or defect was due to any of the following causes:-

- (a) Tempest, violence, strikes, inevitable accident or other unavoidable cause, or force majeure;
- (b) Breakdown of any part of the water works, machinery or water lines and fittings;
- (c) Fair wear and tear;
- (d) The reasonable requirements of the water system;
- (e) Any other cause beyond the control of Connect Saint Helena Ltd,

Provided that such immunity from liability shall not extend to any case where the failure or defect in the supply of water which caused the loss of, or damage to, property is proved to have been due to fault or negligence of Connect Saint Helena Ltd or any person employed by Connect Saint Helena Ltd in connection with the supply of water.

7 Termination of supply: A request to terminate a supply must be given in writing to Connect Saint Helena Ltd by the consumer at least seven days prior to the intended date of termination. Failure to do so renders the consumer liable for payments for water, supplied up to the date of the next meter reading. The customer is deemed to give consent and to indemnify Connect Saint Helena Ltd in respect of any costs or damages incurred in the event that the company has to force access to the property for the purposes of disconnection.

8 Improper Use of supply: If the consumer shall make improper use of the water supplied so as to interfere with the supply to other consumers or with the distribution of water or commit a breach of any of the Conditions of Supply, Connect Saint Helena Ltd reserve the right to discontinue the supply of water to the consumer with or without notice.

9 Consumer's Fittings: Connect Saint Helena Ltd is not responsible for the maintenance of, or repairs to, any water related items belonging to the consumer.

10 Connect Saint Helena Ltd's Apparatus: No person other than a person authorised by Connect Saint Helena Ltd shall be permitted to connect, disconnect, unseal, or in any way interfere with the meters, or any pipes and fittings prior to the water meter, the property of Connect Saint Helena Ltd situated on the consumer's premises.

11 Temporary Interruptions: Connect Saint Helena Ltd may after giving due notice temporarily discontinue the supply for purposes of testing or for any other purposes whatsoever connected with the proper working of Connect Saint Helena Ltd's system, or in the case of emergency affecting or liable to affect the proper working of the system.

CONDITIONS OF SUPPLY OF ELECTRICAL ENERGY

1 Supply: Electricity will be supplied in accordance with the provisions of the Electricity Ordinance Cap 107 and Electricity Regulations for the time being in force. The supply provided will normally be 230 Volts, single phase, 50 Hz alternating current but a 400/230 Volts 3-phase four wire alternating current supply may be made available if the load justifies this.

2 Meters: Metering equipment will be provided by Connect Saint Helena Ltd. The consumer shall pay the appropriate fee for the rent of the meter. If the meter is found in any quarter to have ceased to register, or have registered incorrectly, the consumer shall pay, for the energy supplied for such quarter, a reasonable sum based on the readings of any meter formerly or subsequently installed on his premises, due regard being given to any changes in the character of the installation and any change in consumption, and any adjustments rendered necessary, owing to the meter having ceased to register or having registered incorrectly, shall be made only in respect of the energy supplied during such quarter.

3 Service Lines: The consumer shall contribute towards the cost of any lines or apparatus required to provide the supply, but the lines and apparatus so provided will remain the property of Connect Saint Helena Ltd and may be used for supplying other consumers.

4 Wiring Regulations: The consumer's installation must be carried out and maintained in accordance with the requirements of the Electricity Regulations Cap 107.

5 Payment: It is agreed by the consumer and Connect Saint Helena Ltd respectively, that the rates of charge for electrical energy supplied by Connect Saint Helena Ltd to the consumer shall (subject to the minimum payment required) be those in force from time to time as approved by the Regulator. Accounts will be rendered quarterly. If accounts are not paid within twenty eight days of the account's being rendered, Connect Saint Helena may disconnect the supply without further notice. Should the Consumer fail to make full settlement of the amount owing to Connect Saint Helena Ltd within 28 days of the date shown on the account, Connect Saint Helena Ltd may charge interest at the rate of 0.75% per month (or part of) on the outstanding amount due on a month by month basis until the outstanding amount and the accumulated interest is paid in full. Where enforcement action is required to enforce a debt the cost of such action can be charged to the Customer.

6 General: Connect Saint Helena Ltd shall not be liable for any loss of or damage to, property in consequence of any failure, total or partial, to supply electricity (including a failure to supply at the agreed voltage), or for any other defect in such supply, when such failure or defect was due to any of the following causes:-

- (a) tempest, violence, strikes, inevitable accident or other unavoidable cause, or *force majeure*;
- (b) breakdown of any part of the electricity works, machinery or electric lines;
- (c) fair wear and tear;
- (d) the reasonable requirements of the electric system;
- (e) any other cause beyond the control of Connect Saint Helena Ltd,

Provided that such immunity from liability shall not extend to any case where the failure or defect in the supply of electricity which caused the loss of, or damage to, property is proved to have been due to fault or negligence of Connect Saint Helena Ltd or any person employed by Connect Saint Helena Ltd in connection with the supply of electricity.

7 Termination of supply: A request to terminate a supply must be given in writing to Connect Saint Helena Ltd by the consumer at least one clear business day before the intended date of termination. Failure to do so renders the consumer liable for payments for electricity supplied up to the date of the next meter reading.

8 Inspection and Testing: Connect Saint Helena Ltd shall cause the inspection and testing of all installations before connection to the supply. No supply will be connected until Connect Saint Helena Ltd have satisfied themselves that the consumer's installation is in good order and condition and not likely to interfere with supplies to other consumers. The consumer shall inform Connect Saint Helena Ltd of any proposed extensions or alterations of his installation so that the company may make an inspection and test of the extension or alteration. This includes the installation of any PV panels. Approval of an installation does not imply any warranty that the installation is suitable for the consumer's purposes, and Connect Saint Helena Ltd accepts no responsibility for loss or damage caused by or arising out of any defect in the consumer's installation. Where it is appropriate and in accordance with the Ordinance and Regulations Connect Saint Helena Ltd reserves the right to disconnect a supply.

9 Improper Use of Supply: If the consumer shall make improper use of the energy supplied so as to interfere with the supply to other consumers or with the distribution of electricity or commit a breach of any of the Conditions to Supply, Connect Saint Helena Ltd reserve the right to discontinue the supply of energy to the consumer with or without notice.

10 Consumers Fittings: Connect Saint Helena Ltd is not responsible for the maintenance of, or repairs to, any wires, lamps, or other appliances belonging to the consumer.

11 Authority's Apparatus: No person other than a person authorised by Connect Saint Helena Ltd shall be permitted to connect, disconnect, unseal, or in any way interfere with the meters, fuses, cable mains electrical Panel Power Board or other apparatus, the property of Connect Saint Helena situated on the consumer's premises.

12 Temporary Interruptions: Connect Saint Helena may temporarily discontinue the supply for purposes of testing or for any other purposes whatsoever connected with the proper working of Connect Saint Helena Ltd's system, or in the case of emergency affecting or liable to affect the proper working of the system.

13 Revision of Conditions: These Conditions of Supply are subject to alternation, addition or amendment by Connect Saint Helena Ltd at any time upon giving seven days' notice thereof by public advertisement