

## NEW CONNECTION PROCEDURES FOR ELECTRICITY POWER SUPPLY ON BUGALA ISLAND

### STEP 1 Application

- A customer whose premise has been wired by a certified contractor;
- > enquires from any of the KIS offices
  - > fills in the application form for Single phase or Three phase electricity power supply
  - > submits all the requirements to the nearest KIS office for verification

#### Requirements

- Certificate of completion of installation
  - 2 passport size photos(Land owner)
  - Photo copy of land title/sales agreement/LC1 letter of the area
  - Attach a tenancy agreement(incase of a tenant), Landlord's passport photo, and a copy of valid I.D.
  - Photo copy of a valid I.D
  - Way leaves clearance/consent from the affected land owners(neighbours)
- > Pays an appropriate inspection fee(Single phase or Three phase) to the bank and presents the bank slip to that office

### STEP 2 Inspection

- KIS authorised staff carries out the necessary surveys, tests and inspections for the customer premise's electricity power supply to verify whether it meets the safety standards. The customer is immediately advised on the result.

### STEP 3 Payment

- For **passed** inspection; The customer pays the appropriate connection charges i.e. single phase no-pole/pole service or three phase no-pole/pole service
- For **failed** inspection; The customer corrects as advised during inspection. Pays an appropriate re-inspection fee for Single phase or Three phase and then reports back with the bank slip to the same office. Step 2 is repeated thereafter.

### STEP 4 Complaint/Follow-up

- This is done through the complaint handling procedures

*For complaints/enquiries/follow-ups, contact:*

*KIS - Customer Care Services: 0800253500-toll free*

*0312253500/10/11*