

## OPENING AND CLOSING ESKOM ACCOUNTS

### CLOSING OF SELLER'S ESKOM ACCOUNT:

- Where electricity is supplied directly by Eskom, sellers need to finalise and close their account.
- On the day on which the seller vacates the property, he must phone Eskom (0860037566) or visit the nearest Eskom branch and complete a "Move out request" with the final reading and date. A reference number must be obtained. (Use a digital camera that will allow a date stamp and ensure that the readings and serial numbers are clear.)
- This is to be followed up with an email to Eskom using the reference number and providing the following details: The property description, a copy of the seller's ID and a letter from the transferring attorneys confirming date of registration.
- A final reading is then provided by either Eskom or the Seller and then processed.
- Eskom will stop the electricity service supply from the date of moving out and closing of the account.
- The final bill will indicate the refund amount, if any.
- Eskom usually deducts the last invoice from the deposit held and refunds the balance.
- The seller can then apply for a refund by completing the Eskom Refund Form. The seller will have to obtain a stamp from his/her bank on this form, to confirm his/her banking details. The refund is usually processed in approximately 8 weeks.
- Eskom refunds can only be paid into a bank account of the same name as the Eskom account holder.

### OPENING OF PURCHASER'S ESKOM ACCOUNT:

- Purchasers are required to open a new account with Eskom for electricity supply.
- Purchasers can either phone the national Call Centre number (0860037566) to open this account (voice contract) and arrange to effect payment of the required deposit, or they can visit their nearest Eskom Service Centre.
- The following documents are required:
  - ID copies;
  - A letter from the transferring attorneys confirming date of registration;
  - Cash (calculated at the time) for payment of deposit;
  - Meter numbers and meter readings as at date of occupation, preferably a date-stamped electricity meter photo (use a digital camera that will allow a date stamp and ensure that the reading and serial number are clear); and
  - Electrical Compliance Certificate.

For assistance, contact us at

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