

OTHER THINGS TO BE AWARE OF

Bond

Additional to your works estimate, you are required to pay a bond before your electricity can be connected. The bond fees are as follows:

- Residential customers: \$100
- Commercial customers: Single phase - \$300

Three phase - \$600

If you require more information about the bond please call 28 311.

Temporary Power Supply

For certain instances a temporary power supply is required. For example, you plan on building a house but there is no electricity to supply the machines needed for the building construction.

The same process outlined in this pamphlet must be followed.

Please note, there is only a limited time in which a temporary supply is allowed before it must be made a permanent supply or removed.

Disconnection

Your electricity can be disconnected for a number of reasons including non-payment of your electricity bill.

To reconnect your electricity you will have to pay any arrears on your account as well as a 20 pa'anga 'Reconnection Fee'.

Please note that if you do not pay your arrears and the 'Reconnection Fee' before 12:00 pm your electricity may not be connected until after 12:00 pm the next day.

Long Disconnection

If your electricity has been disconnected for longer than 3 months, then it is considered as a 'Long Disconnection'.

You are required to follow the process outlined in this pamphlet for reconnection of your supply.

Permanent Disconnection

If you require permanent disconnection of your supply for whatever reason. Please contact TPL well in advance in order to arrange the permanent disconnection.

Please note that if you paid a bond then this will be reimbursed as long as all arrears on your electricity account have been cleared.

Changes to your electricity requirements

TPL needs to know about changes to your electricity requirements such as increasing your electricity load due to an extension of your house etc.

Follow the process outline in this pamphlet and TPL will contact you if there is any costs incurred.

Purpose of this guide...

This pamphlet is intended as a guide to the connection process.

If you have any other questions please contact Tonga Power Limited or visit one of their offices.

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Note: This pamphlet is intended as a guide only. There may be other conditions applicable. Please contact TPL if you have any queries.

CONNECTING TO TPL'S NETWORK



Safe, Reliable and Affordable Electricity

CONNECTING TO TPL'S NETWORK

Tonga Power Ltd (TPL) generates and distributes electricity to homes and businesses in Tongatapu, Vava'u, Ha'apai and 'Eua. This brochure describes how new customers can arrange to be connected to TPL's network and how existing customer can make changes to their connection.

1. DETERMINE WHAT YOU REALLY WANT...

... do you want to set up a new electricity connection?

... do you want to re-connect your electricity which has been disconnected for longer than 3 months?

... do you want to change your supply of electricity?

If you require any help in determining exactly what you are after, please contact us on telephone number 24 607.

2. OBTAIN TPL APPLICATION PACK

Visit your nearest TPL office and obtain an application pack which includes an Application form and a Customer Service Agreement.

This can be assessed by visiting Tonga Power Limited website at www.tongapower.to

3. CONTACT A LICENSED ELECTRICAL CONTRACTOR

A list of Tonga's Licensed Electrical Contractors is available from the Electricity Commission, (Ph.: 29 688 or 23 632). Otherwise a list will be made available at any of the TPL's offices at Tafua'ahau Road or Small Industries Centre.

The licensed Electrical Contractor will complete both TPL's Application Form and an Electricity Commission Application Form which will inform us of your electricity requirements.

The Electricity Commission Application forms must be supplied back to the Electricity Commission.

4. HAND OVER THE COMPLETED APPLICATION FORM TO TPL TOGETHER WITH THE FOLLOWING INFORMATION TO TPL'S OFFICE AT SMALL INDUSTRIES CENTRE, MA'UFANGA.

- Copy of the completed Electricity Commission Application Form.
- One form of ID of the person the electricity is to be registered to (*Accepted IDs include; National ID, Passport or Driver's License*)
- Contact details (*such as Phone Numbers, E-mail etc.*)
- Proof that you are legally using the premise the electricity is to be connected to (*such as a map from Ministry of Lands and Survey or a letter from the town officer*)
- A detailed description of the location of the proposed installation

5. TPL WILL THEN...

- A. Survey and estimate the materials, labour and transport that you are required to pay before your electricity can be connected.
- B. Contact you and inform you of how much you are required to pay.



Installation of new meter before connection of power supply.

6. ONCE THE REQUIREMENTS BELOW HAVE BEEN FULFILLED YOUR ELECTRICITY WILL BE CONNECTED AS SOON AS POSSIBLE.

- Payment is received for the works estimate supplied by TPL.
- A 'Certificate of Completion' is received from the Electricity Commission.

SHARING RESPONSIBILITIES

We want to ensure that you are connected to an electricity supply meeting all of your energy requirements as easily as possible. To make this happen, several parties have to ensure that they abide by their responsibilities.

Customer

- Determine what you really want.
- Complete TPL's application form
- Pay for any costs incurred in making the electricity supply available.

Electrical Contractor

- Complete the Electricity Commissions Application Form and assist the customer in completing TPL's Application Form.
- Complete all electrical wiring for the customers.
- Provision of a metering space.

Electricity Commission

Testing the customer's installation and provision of the Certificate of Completion if the customer's installation is safe and up to standard.

Tonga Power Limited

Delivery of an appropriate and reliable electricity supply, complying with all applicable technical requirements.