

ACNAC Application Tool – Noddy Guide



Making Customer Applications Easier & More Convenient

"Apply anytime, anywhere – no more long queues!"

Apply from Home:

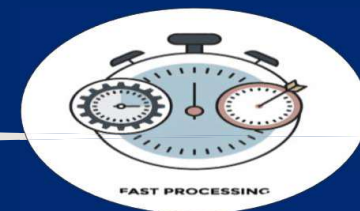
No need to visit an office; apply online using just mobile data.

Faster Processing:

Applications go directly into the system, reducing waiting times.

Easy Tracking:



Receive a reference number to follow up on your request.

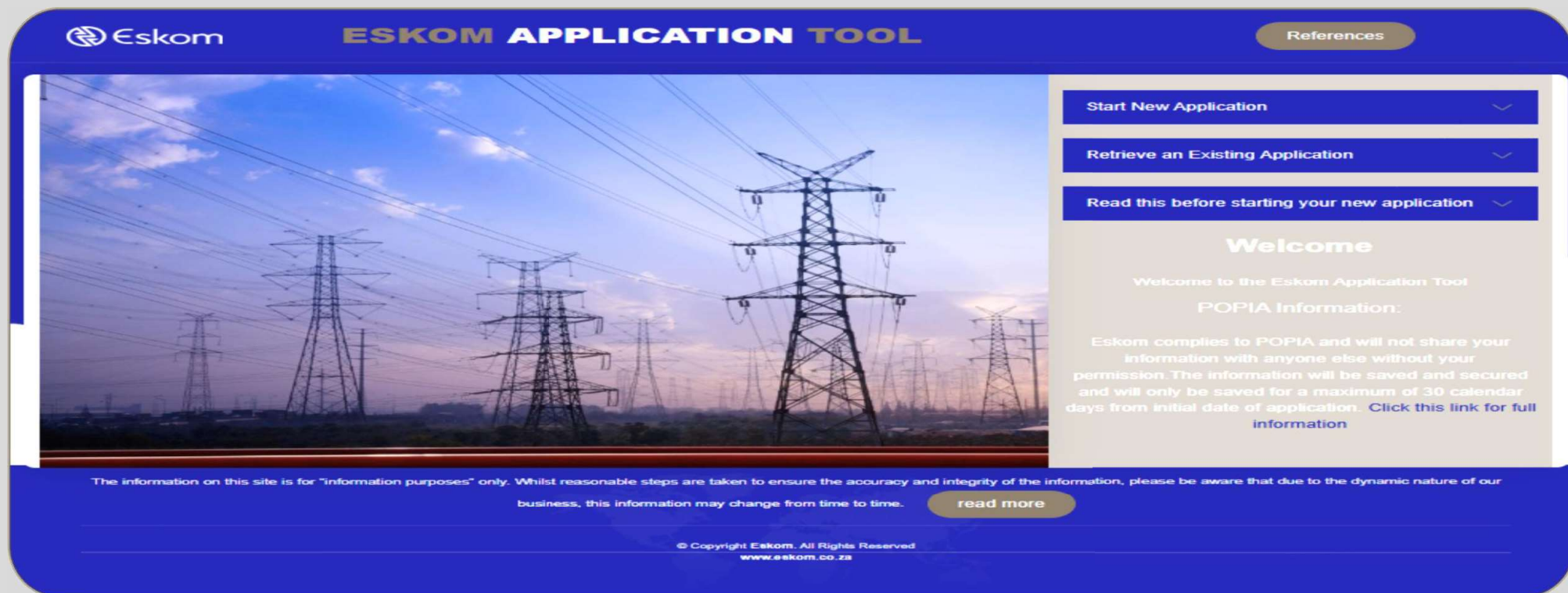


**Easy
Tracking**

Accessing the Application Tool



- ✓  ***The Application Tool link will be shared soon.***
- ✓ Once it's available, click the link to begin the process.
- ✓  Ensure you have a stable internet connection



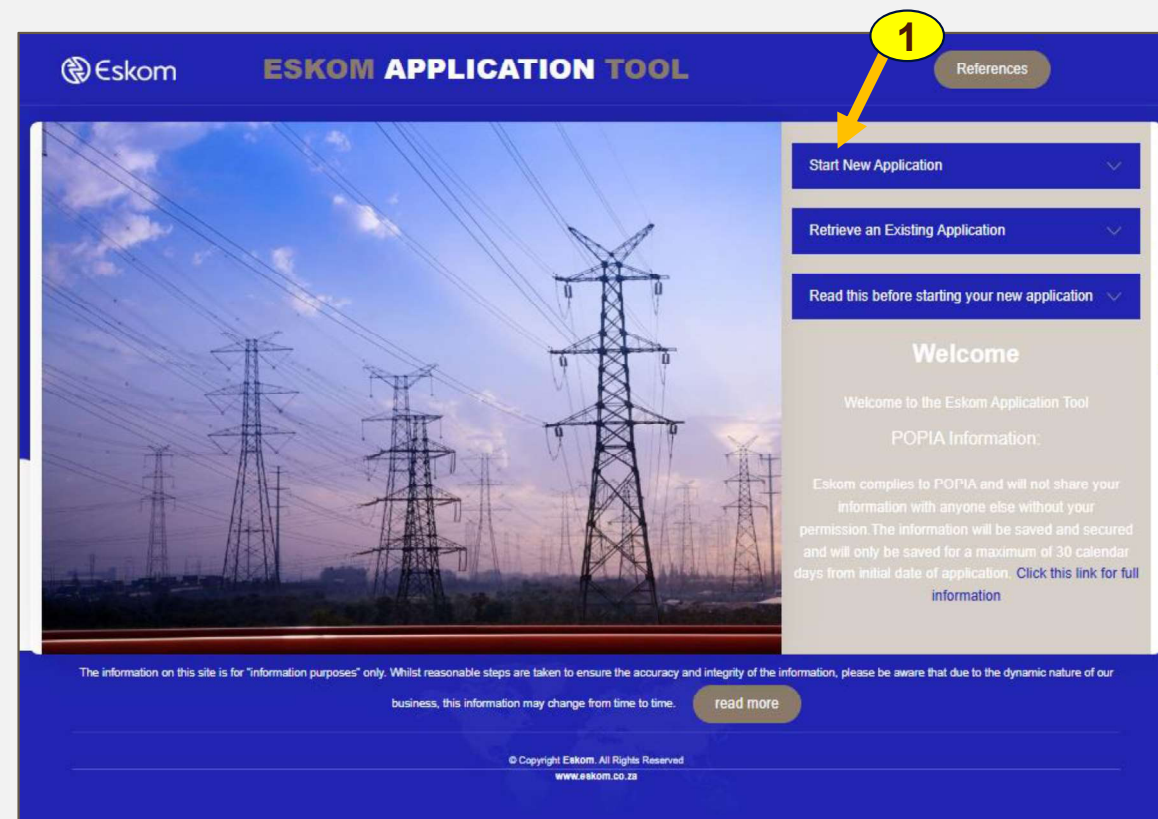
Completing the Forms

Start New Application

Step 1: For New Application > Click on “Start New Application”

Step 2: “Tick box to accept Terms of use”

Step 3: “Start Application”



ESKOM APPLICATION TOOL

References

- Start New Application
- Retrieve an Existing Application
- Read this before starting your new application

Welcome

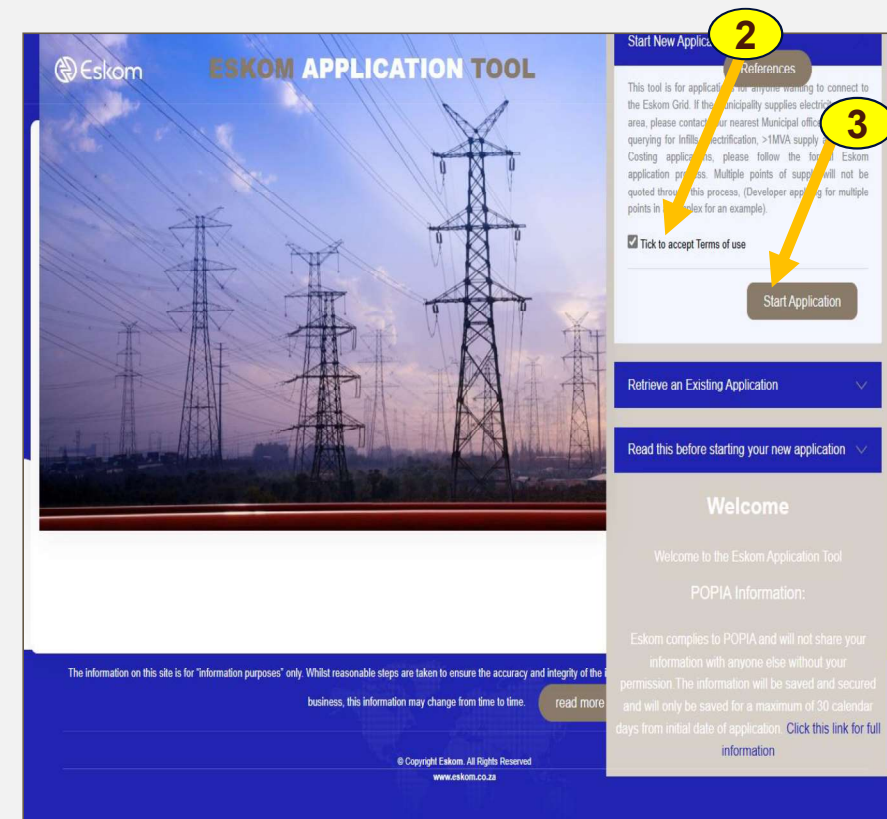
Welcome to the Eskom Application Tool

POPIA Information:

Eskom complies to POPIA and will not share your information with anyone else without your permission. The information will be saved and secured and will only be saved for a maximum of 30 calendar days from initial date of application. [Click this link for full information](#)

The information on this site is for "information purposes" only. Whilst reasonable steps are taken to ensure the accuracy and integrity of the information, please be aware that due to the dynamic nature of our business, this information may change from time to time. [read more](#)

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ESKOM APPLICATION TOOL

References

This tool is for application for anyone wanting to connect to the Eskom Grid. If the municipality supplies electricity in the area, please contact your nearest Municipal office querying for Initial Electrification, >1MVA supply. For Costing applications, please follow the Eskom application process. Multiple points of supply will not be quoted these are for this process. (Developer applying for multiple points in the complex for an example).

☒ Tick to accept Terms of use

Start Application

- Retrieve an Existing Application
- Read this before starting your new application

Welcome

Welcome to the Eskom Application Tool

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Complete Personal Details



- Personal Details
- Address Details
- Supply Details
- Final Submission

Step 1: Complete all the mandatory fields on the form.
Step 2: Click save.
Step 3: Click next to move to the next page.

Are you applying on the behalf of an Individual, Company/Organisation?

--Select Option--

Do you have an Eskom Account Number

--Select Option--

Identification Type

--Select RSA Identity type--

Primary Contact Number

Alternate Contact Number

Email Address

Province where supply will reside

--Select Province--

Please Select Town/City

--Select City--



Are you querying on behalf of yourself or other entity?

--Select Option--



Save

Next

Complete Address Details



Personal DetailsAddress DetailsSupply DetailsFinal Submission


Click Personal Details to start your quotation

I am applying for--Select Option --

Address Details(Please press enter to populate coordinates)

Address Details and press enter to populate coordinatesPhysical Code

Cape TownView larger map



LongitudeLatitude

Is the building Existing--Select Option --

Step 1: Complete all the mandatory fields on the form.
Step 2: Click save.
Step 3: Click next to move to the next page.

SaveNext

Complete Supply Details



Personal Details

Address Details

Supply Details

Final Submission

Click Personal Details to start your quotation

New or Existing Point of Supply

--Select Option --

Are you the owner or tenant?

--Select Option --

Type of Supply Required

--Select Option --

Identify Type of connection

--Select Option --

Provide type of Network where supply is required

--Select Option --

What Supply type do you need?

--Select Option --

If you know what the transformer size is, please select the appropriate transformer size(Ignore transformer size if you have selected the VM suply)

--Select Option--

What type of Meter do you need?

--Select Option --

Which tarrif are you applying for?

--Select Option --

Does your neighbour has electricity?

--Select Option --

What is the distance in meters, from where you want the supply, to the closest supply point? Kiosk pole, transformer, etc)

Distance in meters



Step 1: Complete all the mandatory fields on the form.

Step 2: Click save.

Step 3: Click next to move to the next page.

Save

Next

Complete Final Submission



Eskom Application Tool

Start New Application | Retrieve an Existing Application | References

Personal Details | Address Details | Supply Details | **Final Submission**

"Time remaining before the application is cleared and must be restarted" Days Remaining: 29, Time: 23h 52m 48s

This application has been saved and will only remain for 30 days. Please use this Application Reference number MIS5B39 and Telephone number 0820000000 to retrieve it the next time you use this site.

Application Information Performed calculations

Applicant Details	James Bond
Quotation ID	1400398
Address	1 Sandton Drive, Sandhurst, Sandton, South Africa 4275
Date	Fri Mar 26 2025 12:01:38 GMT+0200 (South Africa Standard Time)

Allocated Costs

Standard SSEG information | **Standard Application Information**

TOTAL ESTIMATED COST	R 20321.01
VAT	R 2050.07
Sub total SNC, Actuals and Overheads	-
Summary of Connection	
Total Tariff	Homepower
Phase	Single phase - 20Amp 60Amp 15KVA
Supply Mode	Urban
Supply Size	15 KVA
Network Type	Underground
Distance From Supply	20

Please Note: The information provided will not be used for any purpose other than this quotation and to contact you regarding the service request if you decide to proceed. This is a non-binding quotation and it provides only indicative calculations based on the accuracy of the information you provide. Should you wish to proceed and initiate the formal application process, either press the provided button or contact your nearest Eskom team or contact centre.

Click on "Proceed for Formal Quote" to move to the next page

Calculate | **Proceed for Formal Quote**

Home | Help

Purpose of the following message:

"This application has been saved and will only remain for 30 days. Please use this Application Reference number MIS5B39 and Telephone number 0820000000 to retrieve it the next time you use this site"

Application Progress & Tracking

Save & Resume:

- If an application is started but not submitted, the App stores the information for 30 days and generates a reference number.
- This number allows users to retrieve and continue their in-progress application within the App before the timer expires.

Submission & CRM Integration:

- Once the application is fully completed and submitted, all uploaded documents and details are transferred to the CRM system, where a CRM reference number is generated.
- Customers can use this reference number to track progress via frontline channels (Contact Centre, Hubs, etc.).

ACNAC Processing:

- After CRM integration, the application is replicated in the ACNAC system, allowing acquisition teams to access, process, and finalize the request, leading to service installation.

Complete Final Submission with Customer Details



Final Submission Details

Notification Preference		Email	
Language		English	
Title		Mr	
Marital Status	Single	Marriage Contract	Other
Alternate Contact Name	Alternate Contact Name 0700000000		
Alternate Contact Number	Alternate Contact Number 0611000000		
Life Support/Sensitive Load	No		

Physical Address(Legal address)

☐ Same as customer address

Unit No/Street Address 1	Complex Street Address Sandton Drive	Other Address	Suburb/Section Sandton
South Africa	Gauteng	Sandton	Postal Code 4275

Postal Address

Postal Box 1	South Africa	Gauteng	Postal Code 4275
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Step 1: Complete all the mandatory fields on the form.
Step 2: Click continue to move to the next page.

Upload Documents and Submit Application



Eskom Application Tool

Start New Application

Retrieve an Existing Application



References

Personal Details

Address Details

Supply Details

Final Submission

Documents

Days Remaining: 29, Time: 23h 37m 13s

This application has been saved and will only remain for 30 days. Please use this Application Reference number EXW5M63 and Telephone number 0825564478 to retrieve it the next time you use this site.

Attach proof of Identification ID/passport or Company's Registration Certificate of a Company/Organisation

Choose File

No file chosen

Add proof of ownership of property/ Tenancy

Choose File

No file chosen

Provide any other supporting documents required

Choose File

No file chosen

Upload

Submit Application

- Step 1: Upload the relevant documents.
- Step 2: Click upload
- Step 3: Click submit application

Personal Details

Address Details

Supply Details

Final Submission

Documents

Days Remaining: 29, Time: 23h 16m 56s

This application has been saved and will only remain for 30 days. Please use this Application Reference number EXW5M63 and Telephone number 0825564478 to retrieve it the next time you use this site.

Attach proof of Identification ID/passport or Company's Registration Certificate of a Company/Organisation

Choose File

ACNAC test doc1.docx

Add proof of ownership of property/ Tenancy

Choose File

ACNAC test doc2.pdf

Provide any other supporting documents required

Choose File

ACNAC test doc3.pdf

Upload

Submit Application



Eskom App

Retrieve an Existing Application



References

Personal Details

Address Details

Supply Details

Final Submission

Documents

Days Remaining: 29, Time: 23h 15m 35s

This application has been saved and will only remain for 30 days. Please use this Application Reference number EXW5M63 and Telephone number 0825564478 to retrieve it the next time you use this site.

Attach proof of Identification ID/passport or Company's Registration Certificate of a Company/Organisation

Choose File

ACNAC test doc1.docx

Add proof of ownership of property/ Tenancy

Choose File

ACNAC test doc2.pdf

Provide any other supporting documents required

Choose File

ACNAC test doc3.pdf

Upload

Submit Application

Completed Application and Feedback



Eskom App

Existing Application



References

Personal Details

Address



Your application has been submitted. Once your application has been verified, you will receive an Eskom reference number that you will need to use for follow-ups and updates.

Okay

This application has been submitted successfully. You will receive an Eskom reference number EXW5M63 and a confirmation email.

Attach proof of Identification ID/passport photo and a Company/Organisation logo.

Add proof of ownership of property/ Tenancy agreement.

Provide any other supporting documents required.

Choose File

ACNAC test doc2.pdf

Choose File

ACNAC test doc3.pdf

Upload

100%

Submit Application

Step 1: Click Okay.

Load Applications

Generator / Renewable Applications

Tariffs Information

Network Types Image References

Links and Sites References

Load Applications

Definition of a Load

An electrical load is a portion of a circuit that consumes (active) electric power, such as electrical appliances and lights inside the home. The term may also refer to the power consumed by a circuit.

1. Only Owners of Properties

Only owners of properties will be allowed to apply for electricity supply, with a few exemptions:

- Government Entities, Telecoms
- Government Long-term lease agreement
- Registered Businesses / Corporate Entities
- Registered Body Corporates / Home Owners Associations

2. Contractual Requirements

The following document(s) must be attached as part of the application:

- A letter of Authorisation would be required - When applying on behalf of another (person, company, entity, institution).
- A deed of Sale (ownership of the Premise / Land / Property).
- Where a lease is allowed, a copy of the Lease agreement.
- Identification documents - e.g., National ID, Passport, Company registration, Trust registration, etc.
- Electricity Certificate of Compliance.

For Applications up to 1MVA (MegaVolt Ampere)

- An application is required (using this tool).
- Once all the required documentation is received, your application will proceed to Quotation Phase.
- Once the Quotation process has been completed, you would receive a Budget Quotation.
- The Quotation process takes 30 Calendar Days.
- The Budget Quotation is valid for 30 Calendar Days.
- A Budget Quotation is deemed accepted once all required payments have been made and all Budgetary Conditions met.

For Applications Greater than 1MVA (MegaVolt Ampere)

- An application is required (using this tool) or manual application form.
- An Eskom representative will contact you to inform you what are the required fees to produce a Cost Estimate.
- If you consent to proceed, an Eskom account will be opened. The fee would be raised.
- Once the payment is made and confirmed, the Cost Estimate process will be initiated upon receipt of all required documents.
- The Cost Estimate process takes up to 90 Calendar Days. A Cost Estimate is a non-binding cost calculation based on a high-level

Purpose of the Reference Page

The **Reference Page** provides essential guidelines and requirements to help applicants understand the process, eligibility and necessary documents for a smooth electricity application.

- ❖ **Clarifies Application Rules:** Who can apply and what is required.
- ❖ **Defines Key Terms:** Load types, tariffs and distribution details.
- ❖ **Lists Required Documents:** Ensures applicants submit complete information.
- ❖ **Guides on Application Steps:** Timelines, cost estimates and approvals.
- ❖ **Provides Helpful Links:** Direct access to policies and additional resources.





Thank you