



## 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:**

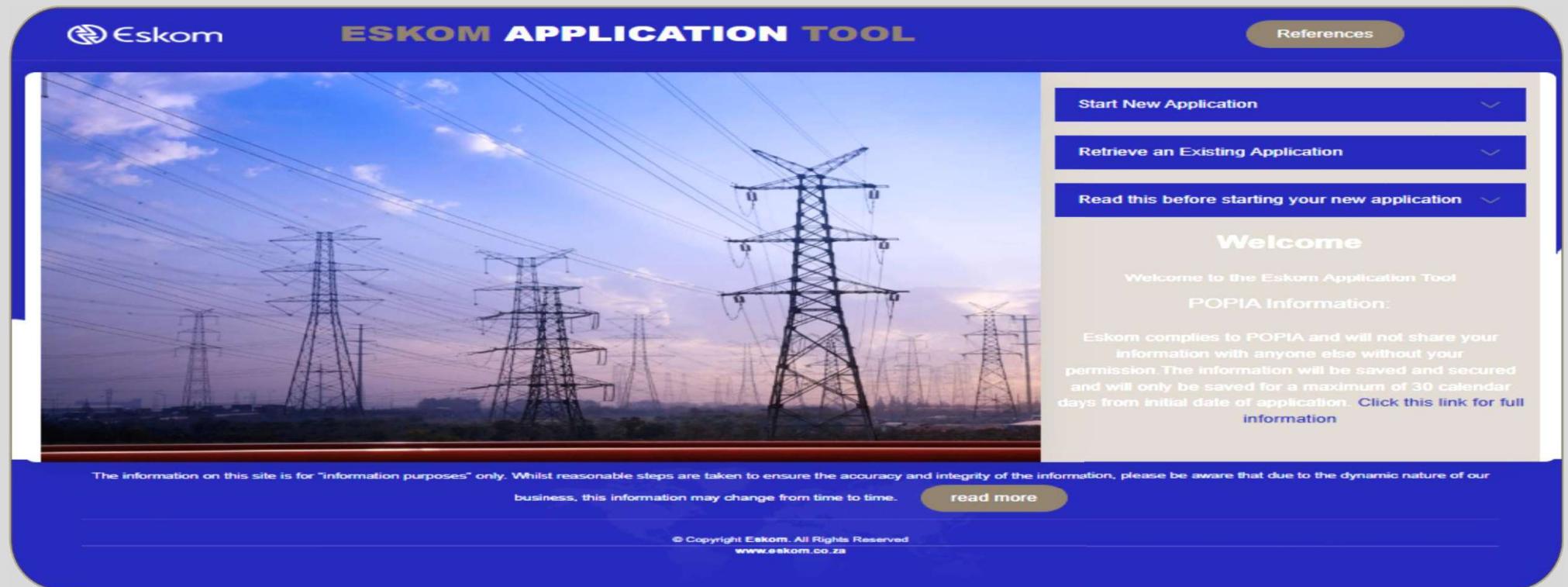
Receive a reference number to follow up on your request.

**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



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

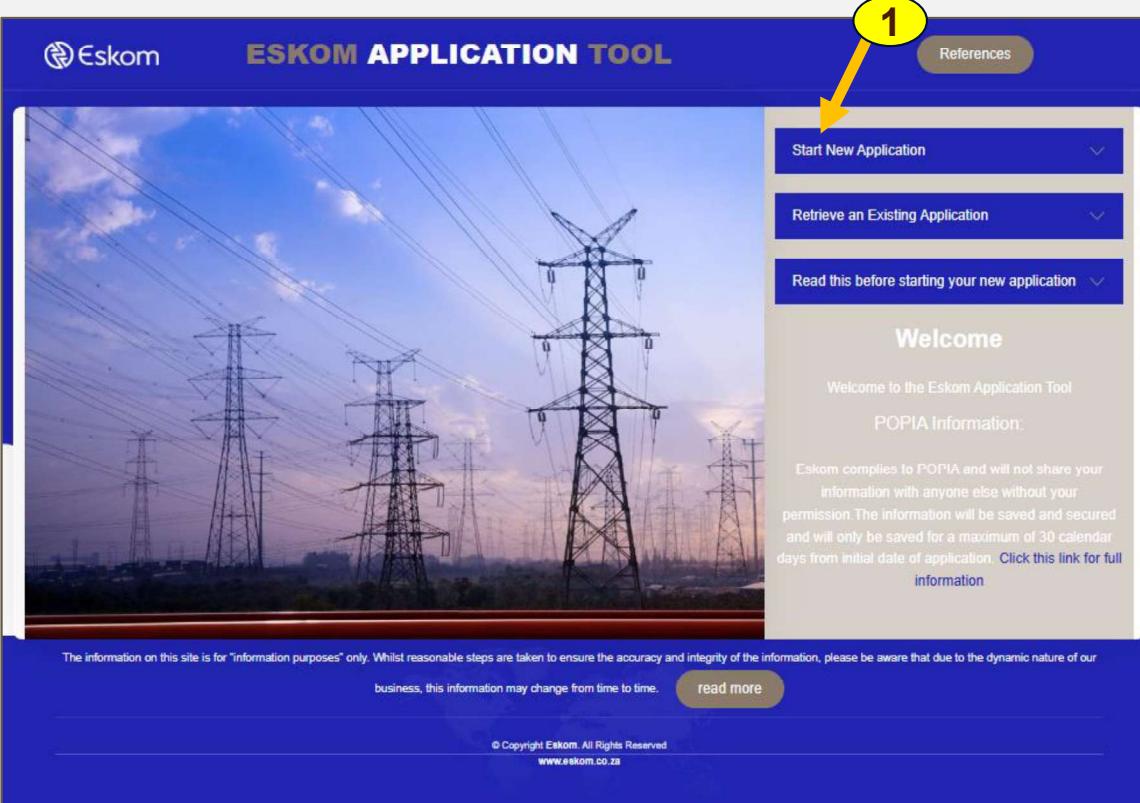
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# Completing the Forms

## Start New Application

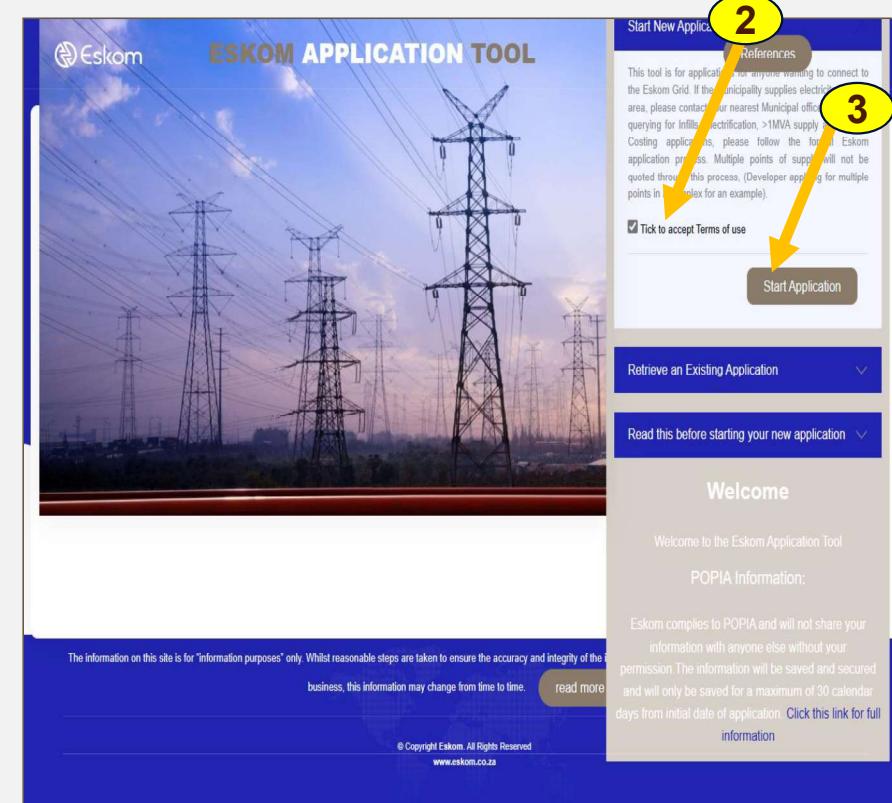


Step 1: For New Application > Click on “Start New Application”



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

Step 3: “Start Application”



# Complete Personal Details



## Eskom Application Tool

[Start New Application](#)[Retrieve an Existing Application](#)[References](#)[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 recide

--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



Eskom Application Tool

Start New Application    Retrieve an Existing Application       References

Personal Details    Address Details    Supply Details    Final 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 coordinates  Physical Code

\*After typing the address, press enter to auto-populate the GPS coordinates.

Cape Town [View larger map](#) Keyboard shortcuts | Map data ©2025 AfricGIS (Pty) Ltd | Terms

Longitude  Latitude

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.

Save

# Complete Supply Details



## Eskom Application Tool

[Start New Application](#)[Retrieve an Existing Application](#)[References](#)[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 supply)  
What type of Meter do you need?

--Select Option--

Which tariff 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](#)[Home](#)[Help](#)

# Complete Final Submission



**Eskom Application Tool**

Start New Application   Retrieve an Existing Application   Home   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      | 1400336  |
| Address           | 1 Sandton Drive, Sandhurst, Sandton, South Africa 4275         |
| Date              | Fri Mar 28 2025 12:01:38 GMT+0200 (South Africa Standard Time) |

**Allocated Costs**

Standard SSEG information   Standard Application Information

|                                      |                                  |
|--------------------------------------|----------------------------------|
| TOTAL ESTIMATED COST                 | R 20321.81                       |
| VAT                                  | R 2650.87                        |
| Sub total SNC, Actuals and Overheads |                                  |
| Summary of Connection                |                                  |
| Total Tariff                         | Homepower                        |
| Phase                                | Single phase - 20Amp 80Amp 16kVA |
| Supply Mode                          | Urban                            |
| Supply Size                          | 16 kVA                           |
| Network Type                         | Underground                      |
| Distance From Supply                 | 20                               |

Please Note a. 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. b. This is a non-binding quotation and it provides only indicative quoting based on the accuracy of the information you provide. c. Should you wish to proceed and initiate the formal application process, either press the provided button or contact your nearest Eskom hub or contact centre.

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

Calculate   **Proceed for Formal Quote**

Home   Help

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## 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   | <input type="text" value="Email"/>  |  |   |
| Language  | <input type="text" value="English"/>  |  |   |
| Title   | <input type="text" value="Mr"/>   |  |   |
| Marital Status  | <input type="text" value="Single"/>   | Marriage Contract                          | <input type="text" value="Other"/>                            |
| Alternate Contact Name  | <input type="text" value="Alternate Contact Name&lt;br/&gt;0700000000"/>    |  |   |
| Alternate Contact Number  | <input type="text" value="Alternate Contact Number&lt;br/&gt;0611000000"/>  |  |   |
| Life Support/Sensitive Load                                     | <input type="text" value="No"/>   |  |   |
| <b>Physical Address(Legal address)</b>                          |   |  |   |
| <input type="checkbox"/> Same as customer address               |   |  |   |
| <input type="text" value="Unit No/Street Address&lt;br/&gt;1"/> | <input type="text" value="Complex Street Address&lt;br/&gt;Sandton Drive"/> | <input type="text" value="Other Address"/> | <input type="text" value="Suburb/Section&lt;br/&gt;Sandton"/> |
| <input type="text" value="South Africa"/>                       | <input type="text" value="Gauteng"/>  | <input type="text" value="Sandton"/>       | <input type="text" value="Postal Code&lt;br/&gt;4275"/>       |
| <b>Postal Address</b>   |   |  |   |
| <input type="text" value="Postal Box&lt;br/&gt;1"/>             | <input type="text" value="South Africa"/>                                   | <input type="text" value="Gauteng"/>       | <input type="text" value="Postal Code&lt;br/&gt;4275"/>       |

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

Step 2: Click continue to move to the next page.

[Close](#)

[Continue](#)

# Upload Documents and Submit Application



## Eskom Application Tool

Start New Application   Retrieve an Existing Application    

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

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

**Feedback**

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

# Completed Application and Feedback



Eskom App

Open Existing Application



References

Personal Details

Address

This application has been saved.

Attach proof of identification: ID/passport or Company/Organisation

Add proof of ownership of property/ Tenancy

Provide any other supporting documents required



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

Date: 29, Time: 23h 15m 35s

Reference number EXW5M63 and date.

1.docx

Choose File

ACNAC test doc2.pdf

Choose File

ACNAC test doc3.pdf

Upload

100%

Submit Application

Step 1: Click Okay.

Home Help

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

