



CITY OF CAPE TOWN  
ISIXEKO SASEKAPA  
STAD KAAPSTAD

# Energy Services Applications: SSEG Applications *'How To' Guide*

July 2025

# About

---

The City of Cape Town's new online Energy Services platform is for all new applications for the authorisation of new and modified small-scale embedded generation (SSEG) such as solar PV and battery system.

The PDF application form is **no longer used** for SSEG authorisation except in the following circumstances:

1. The property is owned by a government entity (such as Western Cape Provincial Government or The City of Cape Town, or City of Cape Town Departments).
2. In certain extreme cases, the customer or installer has been granted permission and has been emailed the PDF form.

In these cases, the completed form must be emailed to [ElectricityApplication.Queries@capetown.gov.za](mailto:ElectricityApplication.Queries@capetown.gov.za)

## **If you have already submitted a PDF application via email:**

Grid-tied applications already submitted via email will be uploaded to the online system and applicants will receive communication. You may, however, wish to cancel this application by replying to or forwarding the original email to your area office email address and stating that you would like to cancel the application. You may then re-submit via the online Energy Services Applications platform.

# About

---

This user guide takes you through the **online application process** for **authorisation of SSEG systems** located within the **City of Cape Town's electrical supply area**. It is aimed at SSEG-related service providers, such as **SSEG installers** and **electrical contractors**, as well as **property owners** who are submitting SSEG applications. It also guides **ECSA registered professionals** who provide **signoff on SSEG installations**.

Installations include **rooftop solar PV, hybrid and battery only** systems.

The **aim** of this new e-Service-based SSEG application platform is to improve the process of obtaining authorisation for SSEG installations. Benefits of using this system will be to:

- **reduce turnaround** times for faster authorisations;
- **increase transparency** on an application's progress and status;
- **automate the issuing of Permission to Install letters** for certain application types.

**NOTE:** This Guide outlines the **online application process only**. For the City's **technical requirements for SSEG installations**, refer to the **[Requirements for SSEG](#)**. Please ensure you have read these before submitting an application.

# Queries and issues with Energy Services

---

Please read the instructions in the guide carefully before starting the application process.

If you have an issue, please first consult the **Troubleshooting** section of this Guide – [here](#).

If you have an issue with the **SSEG application process** that you are unable to resolve please send an email to [ElectricityApplication.Queries@capetown.gov.za](mailto:ElectricityApplication.Queries@capetown.gov.za) and **include the following information:**

- Your name
- Your e-Services username
- Your BP number
- Property owner name (if different from above)
- Property owner e-Services username (if different from above)
- BP number on the rates account of the property for which you are applying for SSEG
- Property address
- Description of the issue, including screenshots where possible

# Queries related to e-Services

If you have an issue with logging onto or registering for e-Services, please email [Revenue.Eservices@capetown.gov.za](mailto:Revenue.Eservices@capetown.gov.za) and **include the following information:**

- Your email address (used when registration was completed) and
- Your ID/Passport number

This will help streamline the response.

**Note:** There is a 'Frequently Asked Questions' tab which can provide more detailed descriptions / explanations for common issues that you may face.



CITY OF CAPE TOWN  
ISIXEKO SASEKAPA  
STAD KAAPSTAD

Making progress possible. Together.

## e-Services

Username \*   
Password \*

Not registered yet? [Register here](#)

Forgotten your password? [Reset your password here](#)

Forgotten your username? [Retrieve your username here](#)

Missing password e-mail? [Check/change your e-mail address here](#)

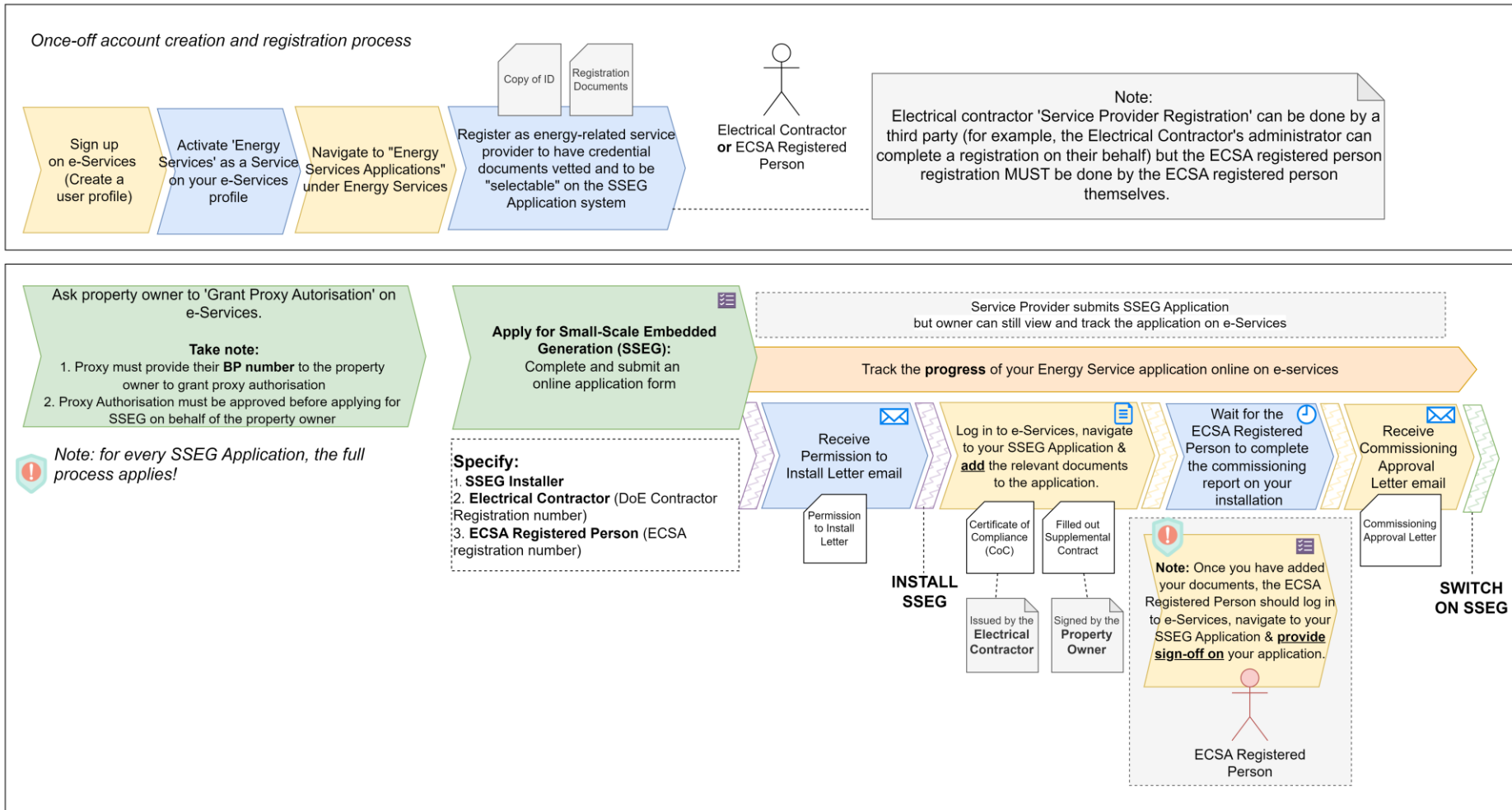
Frequently asked questions? [Find e-Services FAQ here](#)



CITY OF CAPE TOWN  
ISIXEKO SASEKAPA  
STAD KAAPSTAD

# Overview of Application Process for Service Providers / Proxies

SSEG application process for a proxy (**such as the SSEG Installer**) performing the SSEG application on the property owner's behalf:



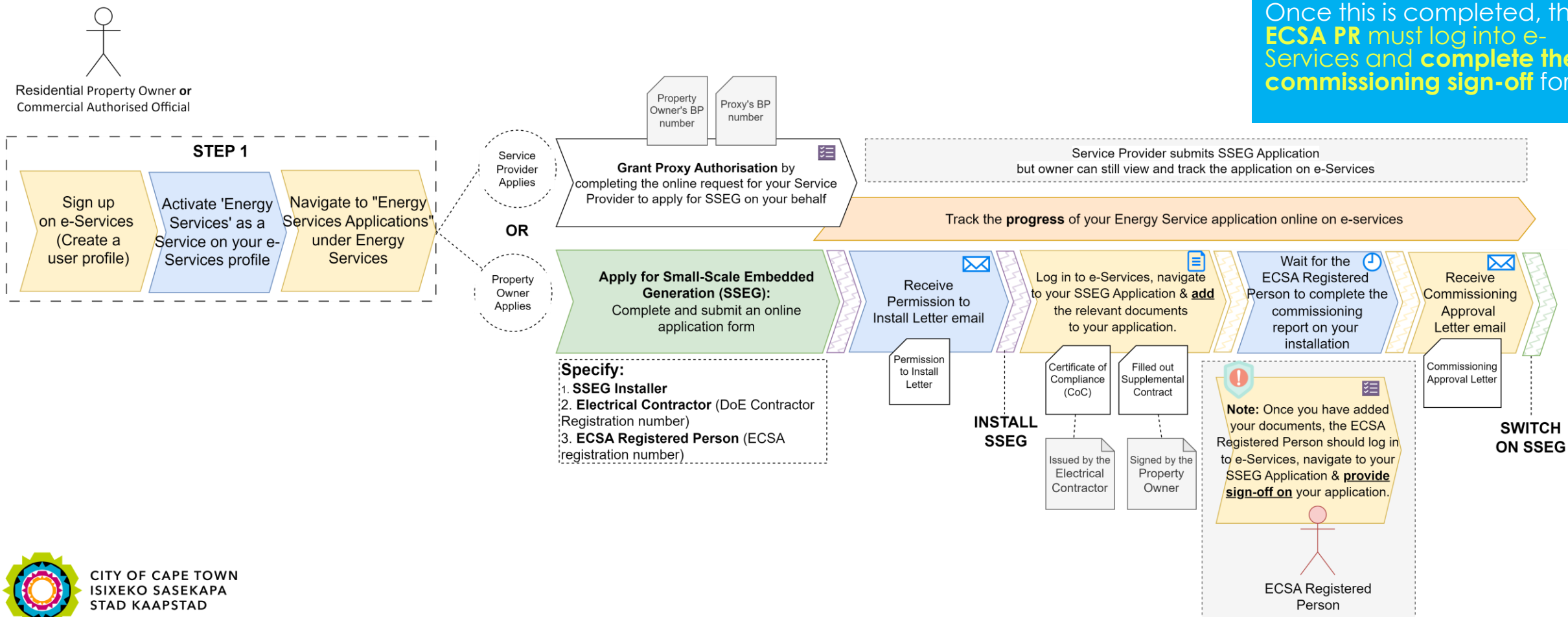
# Overview of Application Process for Property Owners

Important: SSEG Applications can be submitted by the property owners themselves, in which case they do not grant proxy authorisation to anyone.

*Note: The ECSA PR on the application completes commissioning sign-off.*

## Take note:

Once the 'Permission to Install' letter is issued, the **applicant** is able to submit the **Certificate of Compliance** and accept the Terms and Conditions. Once this is completed, the **ECSA PR** must log into e-Services and **complete the commissioning sign-off** form.



# Type of property:

---

The application process will differ slightly depending on the type of property that the SSEG application is for. Please read the following information before starting the application process:

## **1. Residential or commercial properties owned by an individual, with a City-owned electricity meter:**

Start at Step 1 [here](#).

## **2. Properties owned by a company or business:**

Please *first* follow the process in this guide [here](#).



# Type of property:

---

## 3. Group developments including sectional titles or properties on an estate:

a) For properties with a **City-owned bulk meter and PRIVATE sub-metering per unit**:

These SSEG applications **cannot be done via Energy Services** on e-Services portal due to the challenge of having multiple applications for one connection point. In these cases, follow the process below:

- **The property owner** (ie the Body Corporate (BC) or Home Owner's Association (HOA), must submit the individual applications per unit on the manual GEN/EMB application form, not the sectional title holder. The BC or HOA will ultimately be responsible for the SSEG installations connected to the City-owned bulk meter.
- A representative of the BC/HOA (a person **legally authorised** to act on their behalf) must request the PDF application form from [ElectricityApplication.Queries@capetown.gov.za](mailto:ElectricityApplication.Queries@capetown.gov.za).
- Individual applications per unit on the manual GEN/EMB application form must be completed by property owners/relevant service providers as authorised by the property owners. Include all relevant verification documents:
- Email the application to [ElectricityApplication.Queries@capetown.gov.za](mailto:ElectricityApplication.Queries@capetown.gov.za) In the **subject of your email**, please include “**GROUP DEVELOPMENT**” so that it can be categorised correctly.
- Where there are multiple applications for SSEG on one Group Development, please submit via separate forms but, send them together in one batch.

# Type of property:

---

b) For properties with **City-owned individual sub-metering per unit and, where applicable, general supply meters:**

Applications for common areas and individual units will be dealt with differently in the following ways:

**i. For general supply, common areas and small commercial components:**

- A representative of the organisation (legally authorised to act on its behalf) must register as an **individual** on e-Services – follow the steps [here](#).
- This person must log in with their individual e-Services account and set up an organisation with the Business Partner (BP) number that appears on the **primary rates account of the entire property/estate**. (i.e. the BP of the owner organisation). Go to General > Organisations > Add organisation or follow the steps in this guide [here](#).
- Select **Energy Services** to activate
- If the application is being submitted by an installer, follow from Step 2 of this Guide [here](#).
- If the application is being submitted by the legal representative of the organisation, follow from Step 3 Apply for SSEG in this Guide [here](#).

**ii. For individual units with a City-owned sub-meter:**

- These customers will be able to view their property on the Online Platform and so can proceed with the process as usual – start from Step 1 of this Guide [here](#).

# Contents

---

| Step No. | Item                                           | Link to slide         |
|----------|------------------------------------------------|-----------------------|
| 1.1      | Creating an e-Services account                 | <a href="#">Slide</a> |
| 1.2      | Activating Energy Services                     | <a href="#">Slide</a> |
| 1.3      | Electrical Contractor registration             | <a href="#">Slide</a> |
| 1.4      | ECSA registered person registration            | <a href="#">Slide</a> |
| 2.       | Grant Proxy Authorisation                      | <a href="#">Slide</a> |
| 3. 1     | SSEG Application                               | <a href="#">Slide</a> |
| 3.2      | Download Permission to Install letter          | <a href="#">Slide</a> |
| 3.3      | SSEG Installation & commissioning              | <a href="#">Slide</a> |
| 4.       | Applications for properties owned by a company | <a href="#">Slide</a> |
| 5.       | Modifications to existing systems              | <a href="#">Slide</a> |
| 6.       | Troubleshooting                                | <a href="#">Slide</a> |
| 7.       | Contact                                        | <a href="#">Slide</a> |



# Step 1 (PREPARE): Create an account on e-Services

---

**Note:** The stakeholders who need to be registered on e-Services **BEFORE** an application is submitted are the **property owner, SSEG installer, electrical contractor** and **ECSA-registered person**.

- Visit the City's [Register for e-Services](#) page for information on how to register.
- Go to the [e-Services Portal](#) to register or log on to an existing profile.
- Follow section 1. *Register for e-Services New user* in the [e-Services registration user manual](#).

**NOTE:** Once created, the activation of the e-Services account will take 1-2 days.

- Once registered, activate '**Energy Services**' by following section **2. Activate a service as an individual on e-Services** in the [e-Services registration user manual](#).

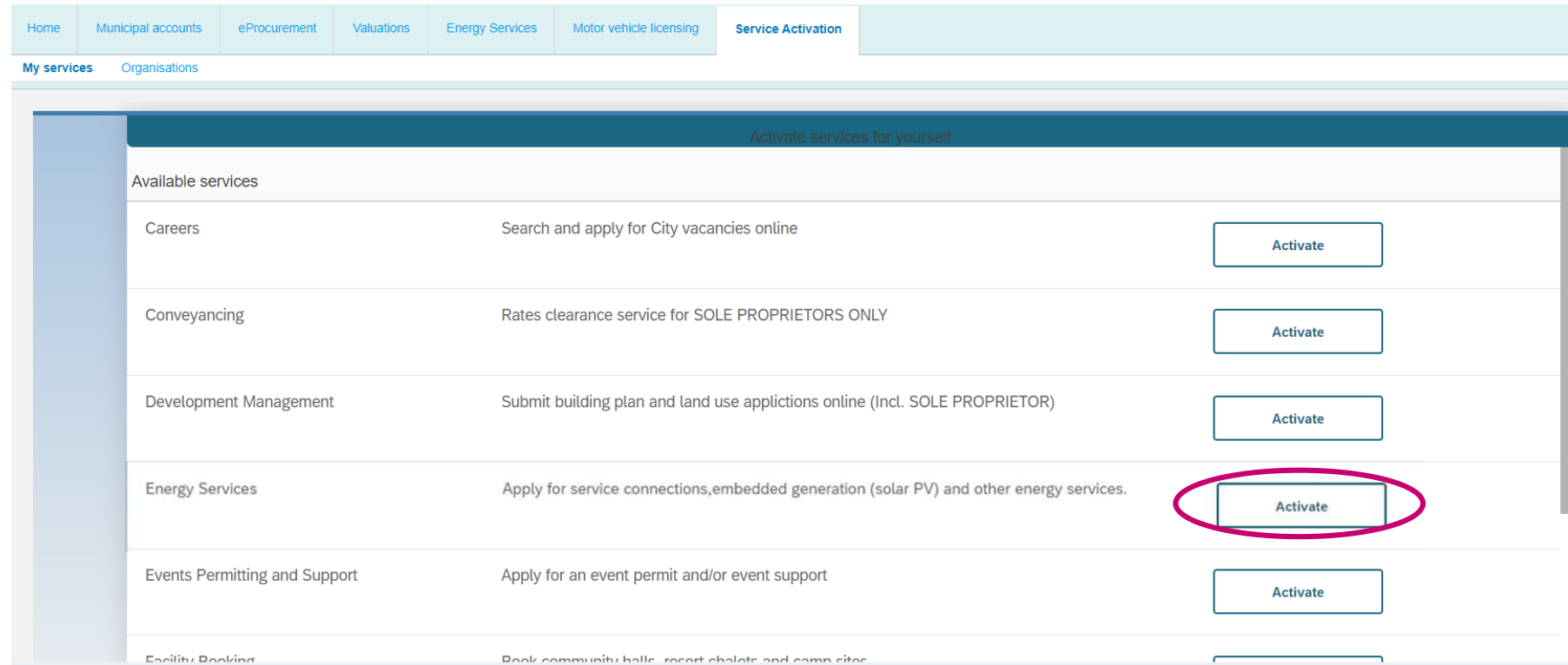
**NOTE:** Make sure to activate the 'Energy Services' service as an **individual**, not an organisation. Activation will take 1-2 days. An email notification will be sent once the service activation is approved.

**NOTE:** e-Services is only for use on a web browser. Functionality on a mobile is limited.

# Step 1 (PREPARE): Activate Energy Services

Once you have received confirmation that e-Services has been activated:

- Log on to e-Services
- Navigate **My Services** under the **Service Activation** Tab.
- Select Activate **Energy Services**



The screenshot displays the 'Service Activation' tab in the City of Cape Town e-Services portal. The navigation bar includes links for Home, Municipal accounts, eProcurement, Valuations, Energy Services, Motor vehicle licensing, and Service Activation. Below the navigation bar, the 'My services' section is active, showing a list of available services. The 'Energy Services' row is highlighted with a red circle around its 'Activate' button.

| Activate services for yourself |                                                                                          |                          |
|--------------------------------|------------------------------------------------------------------------------------------|--------------------------|
| Available services             |                                                                                          |                          |
| Careers                        | Search and apply for City vacancies online                                               | <a href="#">Activate</a> |
| Conveyancing                   | Rates clearance service for SOLE PROPRIETORS ONLY                                        | <a href="#">Activate</a> |
| Development Management         | Submit building plan and land use applications online (Incl. SOLE PROPRIETOR)            | <a href="#">Activate</a> |
| Energy Services                | Apply for service connections, embedded generation (solar PV) and other energy services. | <a href="#">Activate</a> |
| Events Permitting and Support  | Apply for an event permit and/or event support                                           | <a href="#">Activate</a> |
| Facility Booking               | Book community halls, resort chalets and camp sites                                      | <a href="#">Activate</a> |

# Step 1 (PREPARE): Activate Energy Services

Fill out the **Activate Energy Services** form details. **Important:** Check that the **Business Partner** field is populated to avoid delays!

If you do not have a Business Partner number, leave this field blank. Please note, this may take an additional 1-2 days as it will need to be attended to by Revenue e-Services.

1 General Information 2 Address 3 Other Details 4 Data Privacy Statement

### 3. Other Details

Business Partner Details

Business partner 1002456733

☐ VAT registered

Step 4



# Step 1 (PREPARE): View Activated Energy Services

Once you have received confirmation that Energy Services has been activated, you will see that **Energy Services** is active in **My Services** under the **Service Activation** Tab.

[Home](#) [Municipal accounts](#) [eProcurement](#) [Valuations](#) [Energy Services](#) [Motor vehicle licensing](#) [Service Activation](#)

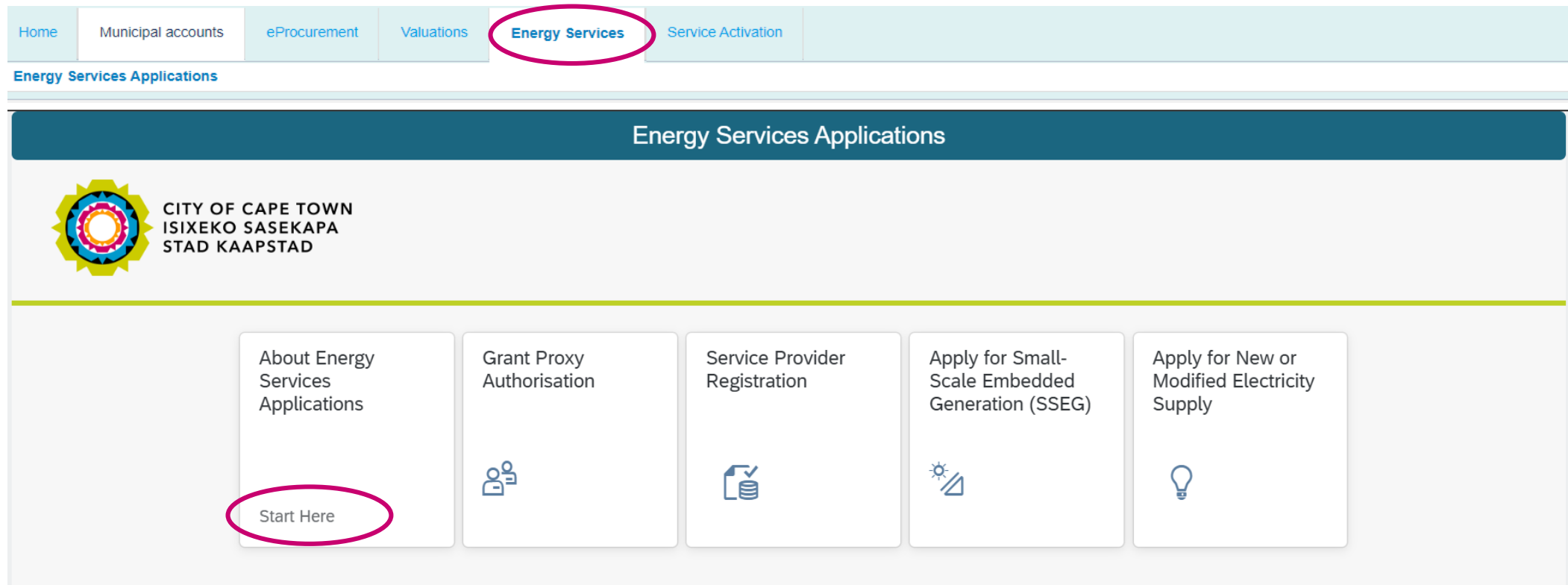
[My services](#) [Organisations](#)

Activate services for yourself

| Available services            |                                                                                          |                                                                                              |
|-------------------------------|------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------|
| Careers                       | Search and apply for City vacancies online                                               | <a href="#">Activate</a>                                                                     |
| Conveyancing                  | Rates clearance service for SOLE PROPRIETORS ONLY                                        | <a href="#">Activate</a>                                                                     |
| Development Management        | Submit building plan and land use applications online (Incl. SOLE PROPRIETOR)            | <a href="#">Activate</a>                                                                     |
| Energy Services               | Apply for service connections, embedded generation (solar PV) and other energy services. | Active  |
| Events Permitting and Support | Apply for an event permit and/or event support                                           | <a href="#">Activate</a>                                                                     |
| Facility Booking              | Book community halls, resort chalets and camp sites                                      | <a href="#">Activate</a>                                                                     |

# Step 1 (PREPARE): Find 'Energy Services Applications'

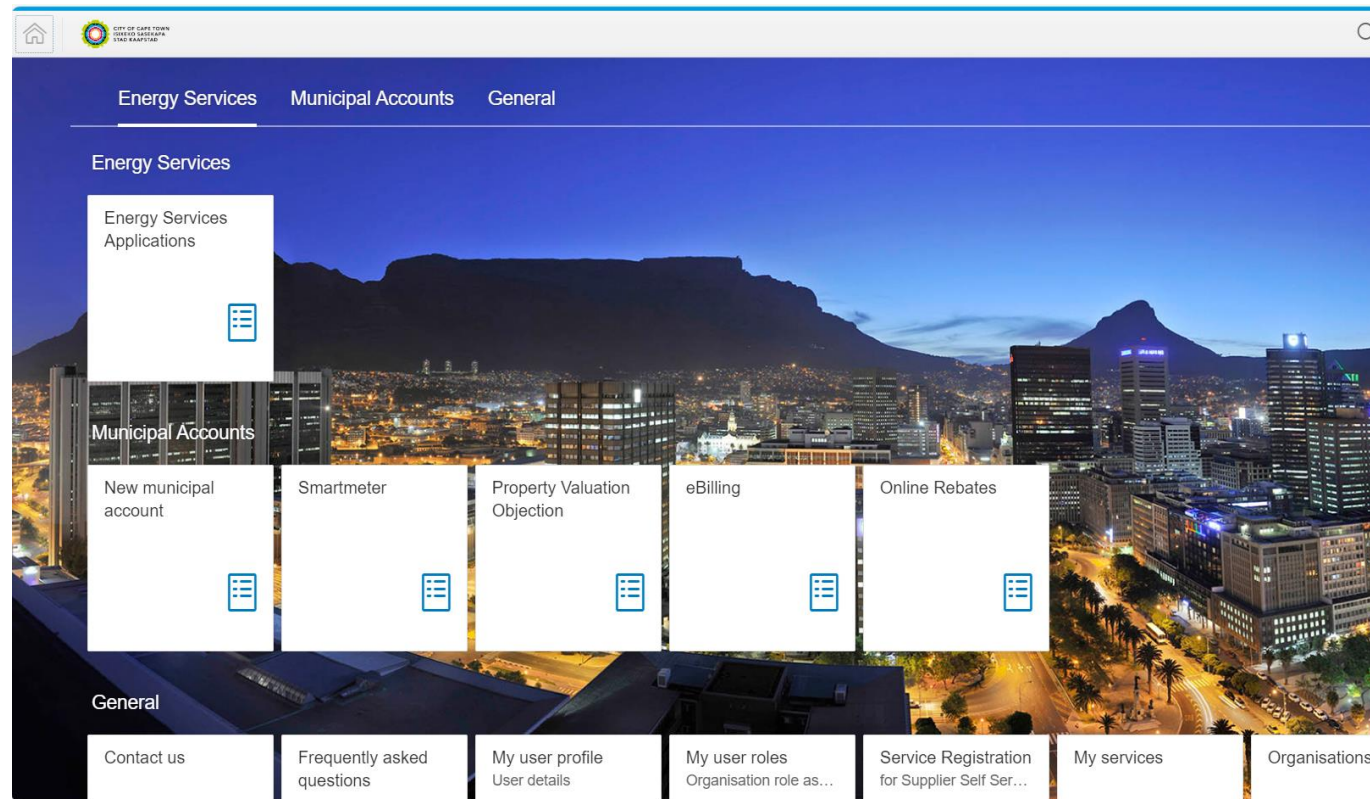
The **Energy Services Applications** tab will automatically be available once 'Energy Services' is activated:





# Step 1 (PREPARE): Find 'Energy Services Applications' (in the new e-Services View)

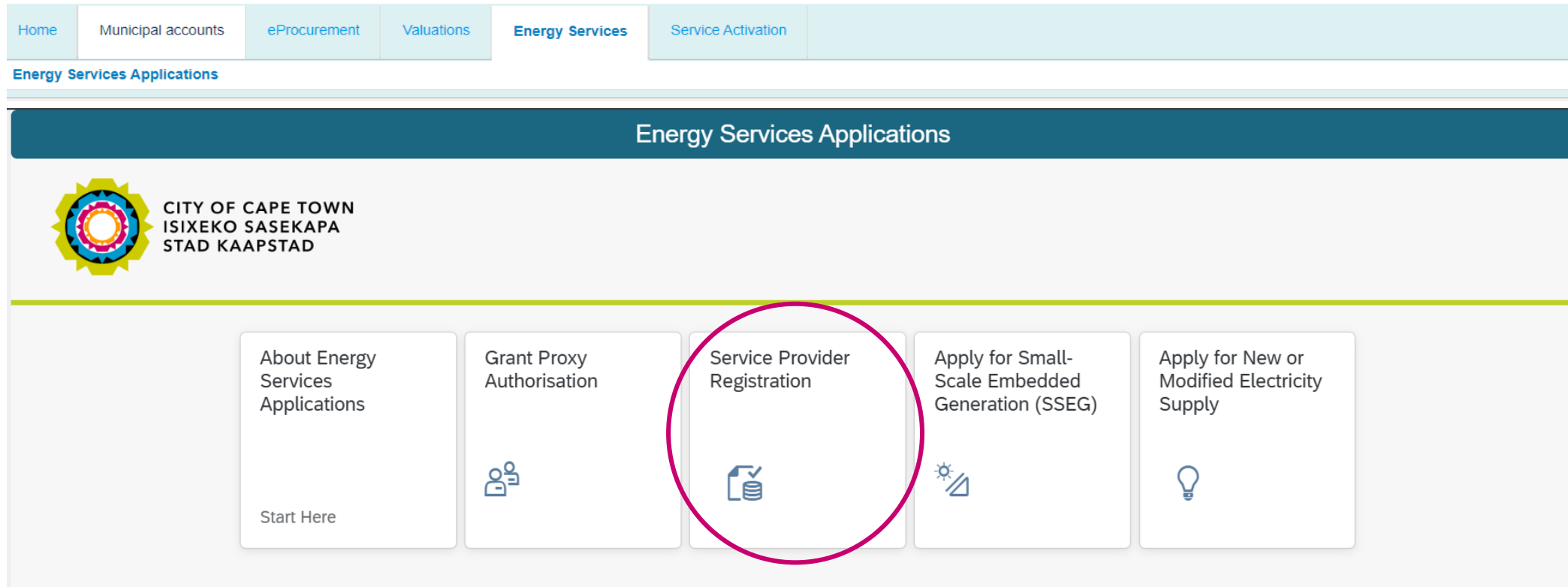
If you are using the 'New e-Services' view, the **Energy Services Applications** will appear as a file under Energy Services.



**NOTE: In the new e-Services view, active services must be configured before they appear in the view.**

# Step 1 (SERVICE PROVIDER REGISTRATION)

- Log on to the [e-Services Portal](#) and navigate to **Energy Services > Energy Services Applications**
- Click on **Service Provider Registration**



**NOTE: For an Electrical Contractor or ECSA-registered person to be selectable on the SSEG Application Form, he/she MUST register first. This is a once-off registration.**

# Step 1 (SERVICE PROVIDER REGISTRATION): Electrical Contractor

---

## Important information

The **electrical contractors** who will be signing the Certificate of Compliance (COC) for the installation must be registered via the **Service Provider Registration** process. This can be done by the electrical contractor themselves or by a third party such as the SSEG installer.

**Before** starting this step, the person submitting the service provider registration request must be registered on e-Services and have activated the 'Energy Services' service as outlined in Step 1.

To complete the Service Providers registration, you will need the following documents on hand:

- A copy of the electrical contractor's ID
- A copy of the electrical contractor's Department of Employment and Labour (DEL) registration document

For any of the application services where an identity document (ID) is required, the following forms of identification are accepted:

- Green-coded SA ID;
- SA smart ID card;
- Valid passport document.



# Step 1 (SERVICE PROVIDER REGISTRATION): Electrical Contractor

- Select **Electrical Contractor** from Service Provider Selection
- Initiate '**New Registration**' by clicking on button.



Service Provider Selection

Select the applicable service provider type you would like to register on the system.

Electrical Contractor

Registered with the Department of Employment and Labour, responsible for signing the COC for the installation.

ECSA Registered Person

Responsible for signing off the Commissioning Report on SSEG installation.

Electrical Contractor Registration Requests 

View the status of previous submissions below or select 'New Registration' to submit a new registration request to have your Electrical Contractor credentials verified.

| Reference Number         | Registered Person Name & Surname | Dept of Employment and Labour Registration No | Validity Period | Status |
|--------------------------|----------------------------------|-----------------------------------------------|-----------------|--------|
| No Existing Registration |                                  |                                               |                 |        |

New Registration

# Step 1 (SERVICE PROVIDER REGISTRATION): Electrical Contractor

## 1. Provide Electrical Contractor registration details

- Enter the electrical contractor's details. **NOTE:** The Department of Employment and Labour number must contain the prefix (no spaces) before the numbers, e.g. **WC04117**
- Click '**Step 2**'

The screenshot shows a web form titled "Electrical Contractor" with a "More Info" link. The form has three steps: 1. Service Provider Details, 2. Supporting Documents, and 3. Declaration. Step 1 is currently active. A blue box at the top of Step 1 contains the text: "Please note that all fields marked with \* are mandatory for completion". The form fields are as follows:

- \*Company Name: [Text Input]
- \*Registered Person Name & Surname: [Text Input]
- \*Dept of Employment and Labour Registration No: [Text Input with placeholder "Number with province prefix i.e. WC"]
- \*Mobile Number: [Text Input]
- \*Email Address: [Text Input]
- \*Category: [Dropdown Menu]
- \*Registration Valid From: [Date Picker with placeholder "Enter Date"]
- \*Registration Valid To: [Date Picker with placeholder "Enter Date"]

A blue box on the right side of the form contains the text: "Please specify the period for which you are registered as an electrical contractor in accordance with regulation 6(4) of the Electrical Installation Regulations." At the bottom left of the form, a blue button labeled "Step 2" is circled in red. At the bottom right, there is a blue "Submit" button.

# Step 1 (SERVICE PROVIDER REGISTRATION): Electrical Contractor

## 2. Upload Supporting Documents

- Upload the electrical contractor's **Department of Employment and Labour registration document** and a **copy of their ID**.
- Click '**Step 3**'

Electrical Contractor [More Info](#)

1 Service Provider Details 2 Supporting Documents 3 Declaration

### 2. Supporting Documents

Please Note:

**i** The following file types are supported : docx, doc, jpg, pdf, gif, jpeg, bmp. Maximum file size is 5MB

| Document                                                         |
|------------------------------------------------------------------|
| *Department of Employment and Labour Registration Letter         |
| <a href="#">click browse to upload</a> <a href="#">Browse...</a> |
| *Copy of ID document of individual listed on DoEL                |
| <a href="#">click browse to upload</a> <a href="#">Browse...</a> |

**Step 3**

**Submit**

# Step 1 (SERVICE PROVIDER REGISTRATION): Electrical Contractor

## 3. Declare and Submit Registration

- Read the Declaration and tick '**Confirm**'
- Click '**Submit**'
- Click '**Yes**' on confirmation pop-up

The screenshot shows a web form titled 'Electrical Contractor' with a progress bar at the top indicating three steps: 1. Service Provider Details, 2. Supporting Documents, and 3. Declaration. The 'Declaration' step is active. Below the progress bar, the text reads: '3. Declaration' followed by a declaration statement: 'I, the Service Provider, hereby declare that I have taken the necessary steps to ensure the accuracy of all information contained in this request. Furthermore, I acknowledge and agree to comply with the provisions of the City of Cape Town Electricity Supply By-law and applicable policies.' Below this text is a checkbox labeled 'Confirm' which is checked. At the bottom right of the form, there is a blue 'Submit' button, which is circled in pink.

The screenshot shows a confirmation pop-up dialog with a title bar that says 'Confirmation'. The main text inside the dialog asks: 'Are you sure you want to submit the registration?'. At the bottom right of the dialog, there are two buttons: 'Yes' and 'No'. The 'Yes' button is circled in pink. A large pink arrow points from the 'Submit' button in the previous screenshot to this 'Yes' button.

# Step 1 (SERVICE PROVIDER REGISTRATION): ECSA registered person

---

## Important information

The **ECSA registered person** who will sign off the commissioning report for an SSEG system must also be registered via the **Service Provider Registration** process. **This can only be done by the ECSA registered person themselves and NOT a third party.**

*Before starting this step, the ECSA registered person must be registered on e-Services and have activated the 'Energy Services' service as outlined in Step 1.*

To complete the Service Providers registration, you will need the following documents on hand:

- A copy of the ECSA registered person's ID
- The ECSA registered person's Engineering Council of South Africa (ECSA) registration number & certificate

**NOTE:** ECSA registered person must register themselves to activate functionality on their own e-Services profile

For any of the application services where an identity document (ID) is required, the following forms of identification are accepted:

- Green-coded SA ID;
- SA smart ID card;
- Valid passport document.





# Step 1 (SERVICE PROVIDER REGISTRATION): ECSA registered person

- Select **ECSA Registered Person** from Service Provider Selection
- Initiate '**New Registration**' by clicking on button.



Service Provider Selection

Select the applicable service provider type you would like to register on the system.

Electrical Contractor

Registered with the Department of Employment and Labour, responsible for signing the COC for the installation.

ECSA Registered Person

Responsible for signing off the Commissioning Report on SSEG installation.

ECSA Registered Person Registration Requests 

View the status of previous submissions below or select 'New Registration' to submit a new registration request to have your ECSA Registration credentials verified.

| Reference Number         | ECSA Registered Person Name & Surname | ECSA Registration Number | Status |
|--------------------------|---------------------------------------|--------------------------|--------|
| No Existing Registration |                                       |                          |        |

New Registration

# Step 1 (SERVICE PROVIDER REGISTRATION): ECSA registered person

## 1. Provide ECSA PR registration details

- Enter ECSA professional registration details
- Click '**Step 2**'

<

ECSA Registration

More Info

1 Service Provider Details

2 Supporting Documents

3 Declaration

\*ECSA Registration No:

\*ID Number:

\*ECSA Registered Person Name & Surname:

\*Mobile Number:

\*Email Address:

\*Category:

▼

\*Discipline:

▼

\*Do you want to be notified if an application is submitted using your credentials?:

☐ Yes

☐ No

Step 2

# Step 1 (SERVICE PROVIDER REGISTRATION): ECSA registered person

## 2. Upload Supporting Documents

- Upload your **ECSA registration certificate** and a **copy of your ID**.
- Click '**Step 3**'

### 2. Supporting Documents

Please Note:

The following file types are supported : docx, doc, jpg, pdf, gif, jpeg, bmp. Maximum file size is 5MB

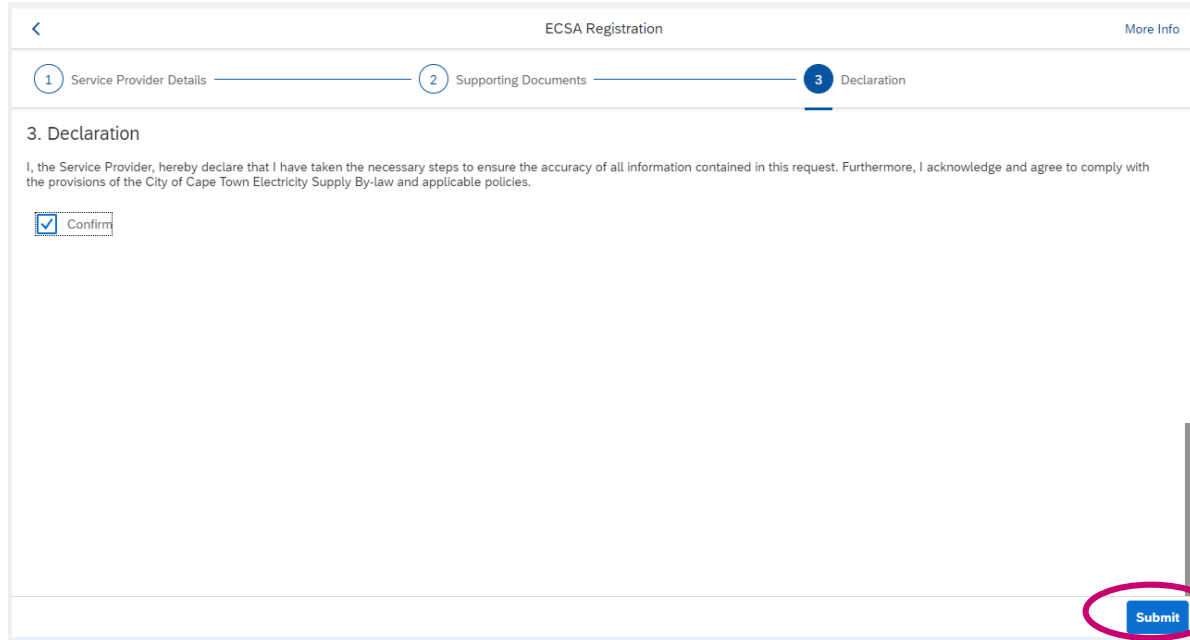
| Document                                                                                |                                                                                                |
|-----------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------|
| *ECSA Registration Certificate                                                          | <input type="button" value="click browse to upload"/> <input type="button" value="Browse..."/> |
| *Copy of ID document: green-covered ID or smart ID card or Driver's License or Passport | <input type="button" value="click browse to upload"/> <input type="button" value="Browse..."/> |

Step 3

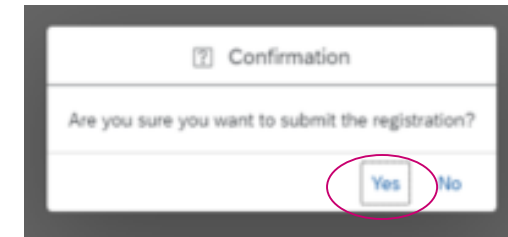
# Step 1 (SERVICE PROVIDER REGISTRATION): ECSA registered person

## 3. Declare and Submit Registration

- Read the Declaration and tick '**Confirm**'
- Click '**Submit**'
- Click '**Yes**' on confirmation pop-up



The screenshot shows the 'ECSA Registration' form with three steps: 1. Service Provider Details, 2. Supporting Documents, and 3. Declaration. Step 3 is active. The declaration text reads: 'I, the Service Provider, hereby declare that I have taken the necessary steps to ensure the accuracy of all information contained in this request. Furthermore, I acknowledge and agree to comply with the provisions of the City of Cape Town Electricity Supply By-law and applicable policies.' Below the text is a checkbox labeled 'Confirm' which is checked. At the bottom right of the form, there is a blue 'Submit' button circled in red.



The confirmation pop-up dialog has a title bar with a question mark icon and the word 'Confirmation'. The main text asks: 'Are you sure you want to submit the registration?'. At the bottom right, there are two buttons: 'Yes' and 'No'. The 'Yes' button is circled in red.

## Step 2 (AUTHORISE): Property Owner to Grant Proxy Authorisation

---

### Important information:

Proxy authorisation must be given by the **property owner** to grant someone else, such as an electrical contractor, installer or any other relevant party, authorisation to apply for energy-related services on their behalf. This **must be done before** an SSEG application can commence.

**NOTE:** If the property is **owned by a company/organisation**, the organisation will **first** need to be registered on e-Services by a legally authorised person (e.g. owner). Follow the steps in this Guide [here](#) before continuing.

The property owner will need to be registered on e-Services to complete this step. See Step 1 for how to register on e-Services.

To complete this step, the property owner will need to have the following documents on hand:

- The Business Partner (BP) number of the property owner (this is reflected on the rates account of the property at which the SSEG system will be installed)
- The BP number of the individual who will be logging in to e-Services and submitting the application

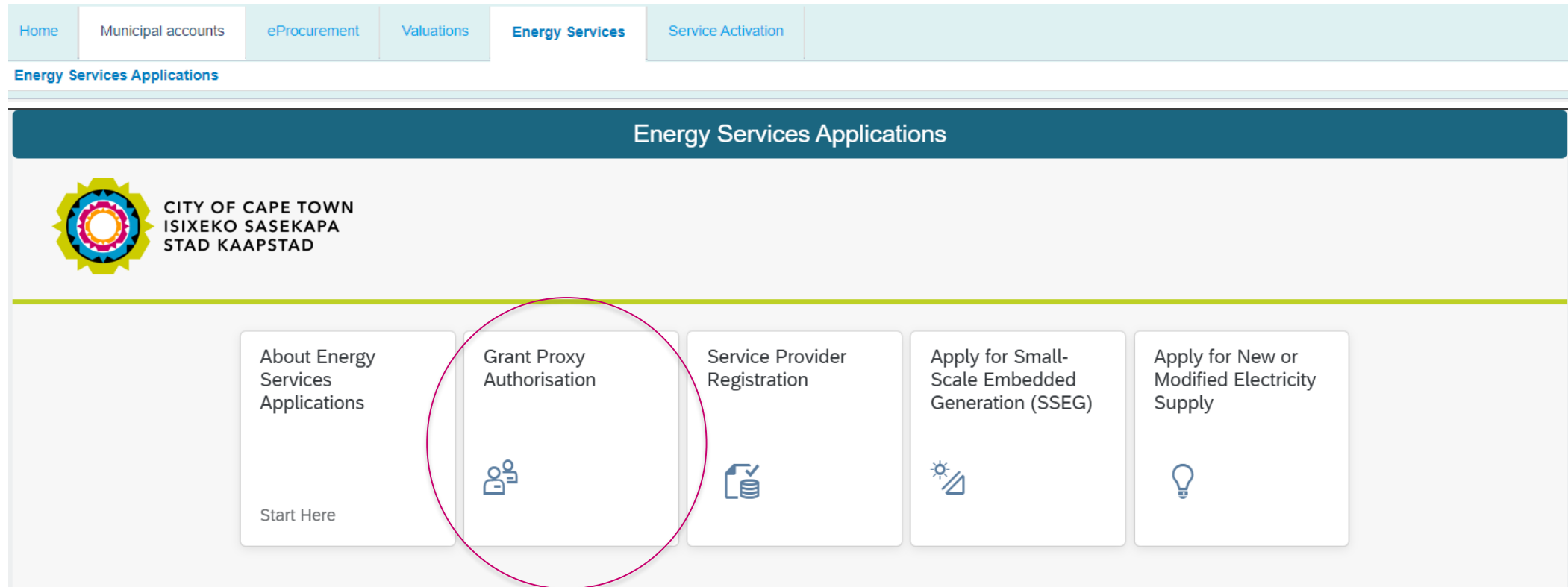
**NOTE:** If another person will complete and submit the SSEG application on your behalf (such as your SSEG installer or electrical contractor) you, as property owner, would need to grant proxy authorisation.

**NOTE:** Proxy authorisation is linked to a property. You as the property owner **SHOULD NOT** share your e-Services log in details with your SSEG installer in order to grant proxy authorisation or for them to submit an application on your behalf.

# Step 2 (AUTHORISE): Property Owner to Grant Proxy Authorisation

The following is completed by the **property owner**:

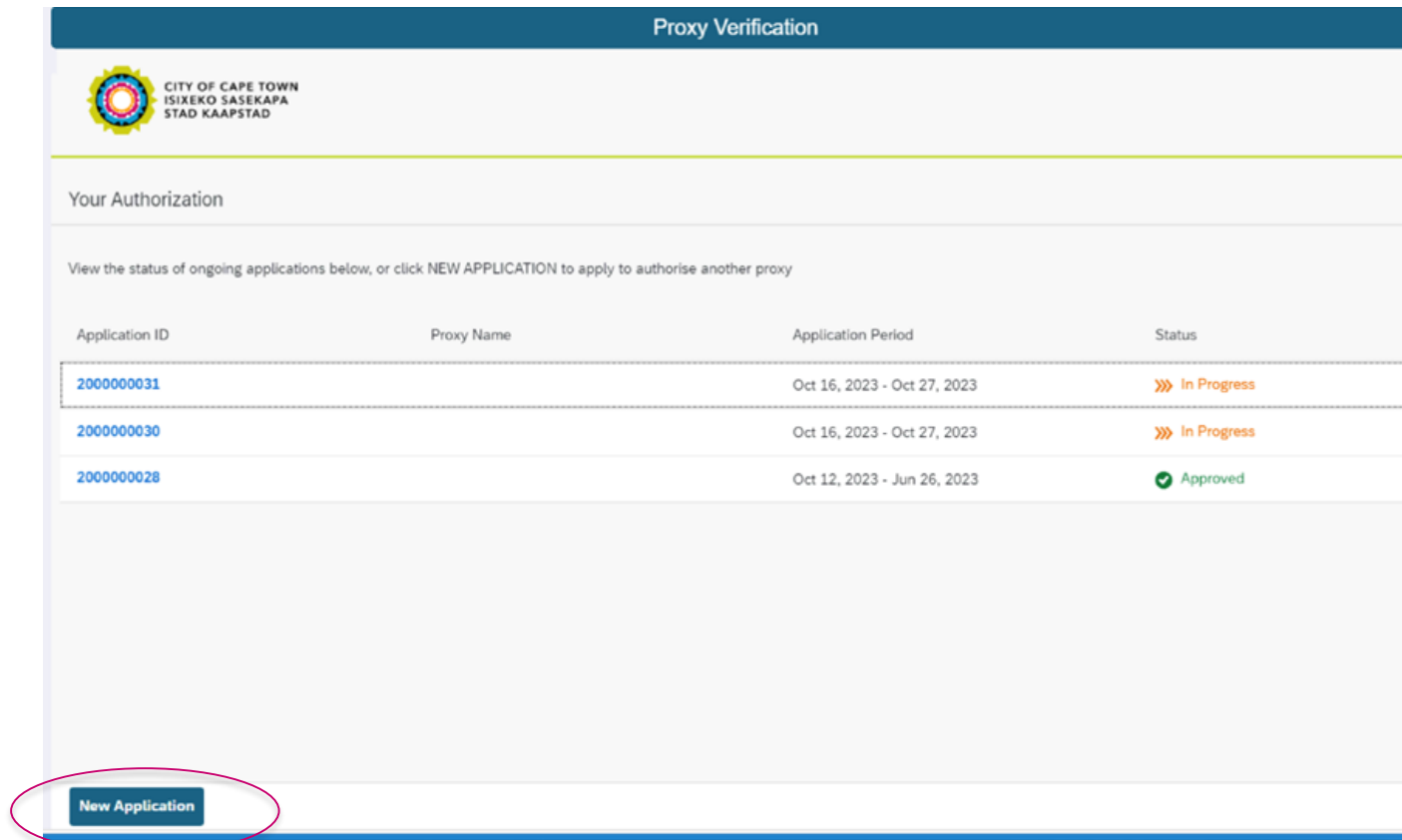
- Log on to the [e-Services Portal](#) and navigate to **Energy Services > Energy Services Applications**
- Click on **Grant Proxy Authorisation**



## Step 2 (AUTHORISE): Property Owner to Grant Proxy Authorisation

Here you can view all your current and completed proxy authorisations for energy services applications.

- Click on **New Application** to authorise a new proxy



Proxy Verification

 CITY OF CAPE TOWN  
ISIXEKO SASEKAPA  
STAD KAAPSTAD

Your Authorization

View the status of ongoing applications below, or click NEW APPLICATION to apply to authorise another proxy

| Application ID | Proxy Name | Application Period          | Status          |
|----------------|------------|-----------------------------|-----------------|
| 2000000031     |            | Oct 16, 2023 - Oct 27, 2023 | >>> In Progress |
| 2000000030     |            | Oct 16, 2023 - Oct 27, 2023 | >>> In Progress |
| 2000000028     |            | Oct 12, 2023 - Jun 26, 2023 | ✔ Approved      |

[New Application](#)

**NOTE:** If you would like your service provider to submit the SSEG application on your behalf (such as your SSEG installer or electrical contractor) he/she will be the proxy for your application.

# Step 2 (AUTHORISE): Property Owner to Grant Proxy Authorisation

## 1. Select a Property

Properties registered in your name will automatically appear here.

- Select the property for which you are applying for SSEG and click **Step 2**

Applying for Proxy Authorisation

More Info

1 Select a Property

2 Proxy Details

3 Supporting Documents

### 1. Select a Property

Properties that are linked to your e-Services profile (as property owner, nominated official or administrator) are presented below. Select a property to grant proxy authorisation for another e-services users to apply for energy services on your behalf.

**Don't see your property listed here?**

Only properties that fall within one of the City's electricity supply areas will be listed. [View the City's electricity supply areas](#)

For any support-related queries on Energy Services Applications, email [Electricityapplication.queries@capetown.gov.za](mailto:Electricityapplication.queries@capetown.gov.za) or call one of the electricity area offices: North: 021 444 1394/6; East: 021 444 8511/2; South 021 400 4750/1/2/3.

| ERF Number                                                                                   | Property Address             | City       |
|----------------------------------------------------------------------------------------------|------------------------------|------------|
|  00005161 | 18 SOLITER STREET KIRSTENHOF | CONSTANTIA |

Step 2

Cancel

Submit



# Step 2 (AUTHORISE): Property Owner to Grant Proxy Authorisation

## 2. Proxy Details

- Insert your **proxy's details**, and the **proxy authorisation period** i.e. how long you would like to grant proxy authorisation for example to your SSEG installer, to apply for energy services on your behalf.

The screenshot shows a mobile application interface for 'Applying for Proxy Authorisation'. At the top, there is a back arrow, the title 'Applying for Proxy Authorisation', and a 'More Info' link. Below the title is a progress bar with two steps: '1 Select a Property' and '2 Proxy Details', with the second step being the active one. The main heading is '2. Proxy Details'. A light blue information box states: 'Please note that all fields marked with \* are mandatory for completion'. The form contains several input fields: '\*Proxy Business Partner Number:', '\*Proxy First Name:', '\*Proxy Last Name:', '\*Proxy Mobile Number:', and '\*Proxy Email Address:'. To the right of these fields is another light blue information box: 'Please specify the period during which you want to authorise the proxy to act on your behalf in relation to this application. The 'from' and 'to' date selected will be the period within which the party with proxy authorisation will be able to submit energy services applications via e-services against your selected property.' Below this, there are two date selection fields: '\*Proxy Period From:' and '\*Proxy Period To:', both with 'Select date' text and calendar icons.

**NOTE: Proxy authorisation will be given to a person for a specified period of time of no more than 12 months. Once this time has elapsed, you must reapply to "Grant Proxy Authorisation" with a new time period.**

## Step 2 (AUTHORISE): Property Owner to Grant Proxy Authorisation

---

- Read and tick the declaration

I, the property owner, appoint the proxy as identified in the documents above to be the agent of the owner. On behalf of the owner, the proxy is authorised to apply to the City of Cape Town for approval of this application at the property selected in Section A. For this purpose, the proxy is empowered to sign and submit all such forms and documents as may be required by the City of Cape Town and to enter into correspondence and discussions with the City of Cape Town to secure such approval. In general, for the purpose of securing such approval, the proxy is granted the authority to do whatsoever may be necessary as fully and effectually as the owner might or could do if attending to the matter personally. I hereby ratify whatever my agent may lawfully do in terms hereof.

☒ Yes ☐ No

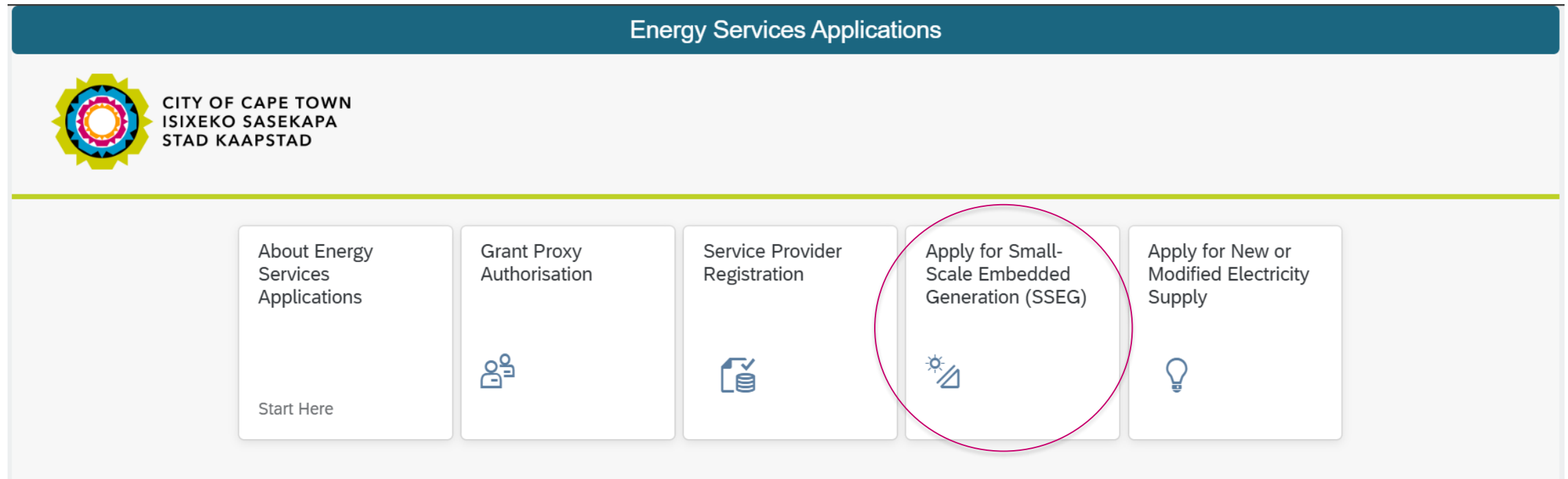
- Click **Submit**
- Once authorised, the proxy will be notified and linked to the relevant property via e-Services



## Step 3: Apply for Small-scale Embedded Generation

To submit a new SSEG application, log onto the [e-Services Portal](#), and navigate to **Energy Services > Energy Services Applications**.

- Click on **Apply for Small-Scale Embedded Generation**



# Step 3: Apply for Small-scale Embedded Generation

## View All Previous SSEG Application Submissions or Submit New Application

The landing page presents an overview of previous submissions. To initiate a '**New Application**', click on the button:

Small-Scale Embedded Generation

CITY OF CAPE TOWN  
ISIXEKO SASEKAPA  
STAD KAAPSTAD

Your Applications

To proceed with an existing application, choose it from the list below, or click 'New Application' to initiate a new one.  
To withdraw an application, select the relevant application from the list below and click the 'Withdraw' button.

**New Application**

Search with address or Reference Name

| Reference Number               | Property Address           | Reference Name | Date Submitted | Role  | Status                |
|--------------------------------|----------------------------|----------------|----------------|-------|-----------------------|
| <input type="radio"/> 10406054 | 6 Tern Lane Steenberg Golf |                | 11.03.2024     | Owner | Application submitted |

View Details and Documents

Withdraw

*The latest status, details and documents of previous applications can be viewed at any point during the application by clicking on 'View Details and Documents'.*

*To withdraw an application previously submitted, select the application and click on the 'Withdraw' button.*

**Important:** After application submission, to provide ECSA sign-off and commissioning documents on previously-submitted applications, click on 'View Details and Documents' and scroll to the bottom of the application to complete actions.

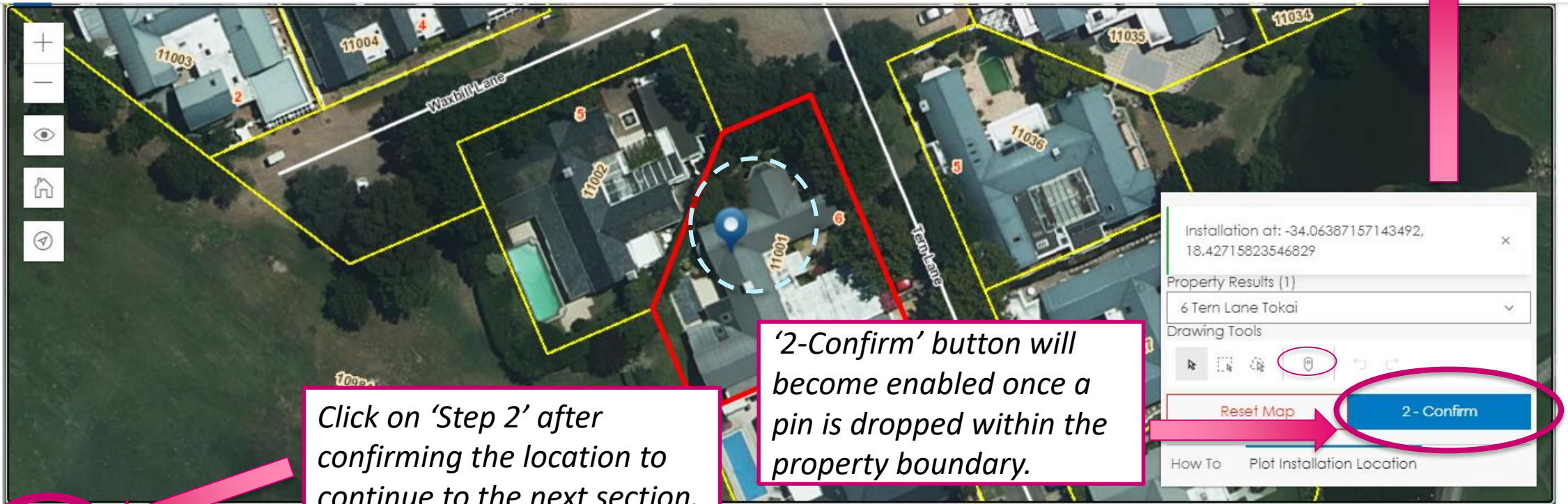
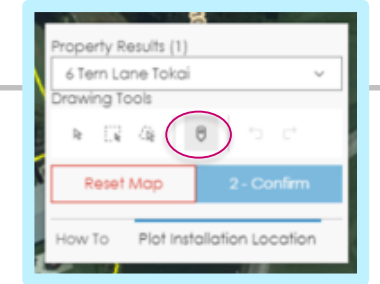




## Step 3: Apply for Small-scale Embedded Generation

On the map view, indicate the exact location of the installation on the map:

- **Select draw point icon**  and move the **blue point** that comes up to the exact location of the planned SSEG installation on the property.
- Once the pin is dropped, select '**2-Confirm**' on the map and click on '**Step 2**'



**NOTE:** If your SSEG application is for **batteries and inverter only** (no PV panels), you will still need to select a point on the map of the location of the SSEG installation.

# Step 3: Apply for Small-scale Embedded Generation

## 2. Contact Details for Application-related queries

Select/enter the contact details of the person who should be contacted about the application.

- **Property owner** contact details will be automatically populated with existing contact information.
- Click **Step 3**

Small-Scale Embedded Generation

1 Select a Property — 2 Contact Details — 3 Existing Supply — 4 System Details — 5 Devices — 6 Schematic — 7

### 2. Contact Details

Contact Person for this Application

\*Select a Party:

\*First Name:

\*Email Address:

\*Title:

\*Surname:

\*Mobile Number:

Property Owner Contact Details

Title:

Surname:

\*Email Address:

First Name:

\*Mobile Number:

**Step 3**

*If the property owner is not the appropriate contact person for application-related queries, the applicant must select '**Contact Person**' as the party.*

*The applicant must ensure that the contact information of the property owner is accurate and up-to-date and correct details, if required.*

# Step 3: Apply for Small-scale Embedded Generation

## 3. Specify Existing Supply Information

- Click on the pop-up icon (circled in red below) to select a meter registered against the property
- After selecting a meter, the **Meter type** will automatically populated
- Specify the **Existing Supply Phase (in Amps)** and **Existing Supply Size (Single or Three Phase)**.

**NOTE:** If you are not sure what your existing supply details are, please consult your SSEG installer to get accurate information and avoid having to resubmit the application.

The screenshot shows the '3. Existing Supply' section of a web form. The 'Existing Supply Details' section contains a label '\*Select the meter related to the application:' followed by a text input field with the placeholder 'Select Meter number'. To the right of this field is a small square icon with a magnifying glass, which is circled in red. Below the text input is a 'Meter type:' label followed by a text input field. To the right of these fields are two dropdown menus: '\*Existing Supply Phase:' and '\*Existing supply size:'. A large pink arrow points from the red-circled icon to a pop-up window titled 'Select Meter Details'. This pop-up window has a search bar with the placeholder 'Search' and a magnifying glass icon. Below the search bar is a table with the header 'Meter No' and one row containing the number '7106613271'. At the bottom right of the pop-up is a 'Cancel' button. In the bottom left corner of the main form, a blue button labeled 'Step 4' is circled in red.

- Click '**Step 4**'





# Step 3: Apply for Small-scale Embedded Generation

## 4. System Details

- Select the **Application Type**: Indicate whether your application is for a 'New System' (for first-time installations) or 'Modification' (if an existing installation is being modified or upgraded)
- Select the **Type of System** you are applying to install from the list below:
- Based on the Type of System selected, **Energy Source** should be specified to indicate the generation technology used in the SSEG system.

1 - 2 Contact Details — 3 Existing Supply — **4 System Details** — 5 Devices — 6 Schematic — 7 Declaration

### 4. System Details

System Details

\*Application Type: ☒ New System ☐ Modification

\*Type of System

☐ **Grid tied (generation source only, no batteries)**  
An installation comprising a load consumption system and a generation system (typically a PV source).

☒ **Grid tied hybrid (generation source with batteries)**  
An installation comprising a load consumption system, a generation system (typically a PV source) and storage units.

☐ **Grid tied battery only**  
An installation comprising a load consumption system and an energy storage and generation system (batteries only).

☐ **Solar PV Geyser (Source only, no batteries)**  
Electrical water-heating geyser supplied by a PV energy source.

\*Energy source:



## Step 3: Apply for Small-scale Embedded Generation

- Construction Details:  
Indicate if the **system has been installed** or not:

Construction Details

\*Is the System already installed?: ☐ Yes ☐ No

- Export Details:  
Indicate whether the system will be **feeding in excess electricity to the grid** or not:
  - Tick **No** if you are applying for a **non-feed-in system**:
    - Select **Yes** for *Reverse flow blocking*:

Export Details

\*Will the system be exporting to grid?: ☐ Yes ☒ No

Reverse flow blocking?: ☒ Yes ☐ No

**NOTE:** If you are applying for a **non-feed-in system**, you will need a **reverse power flow blocking** device installed which **blocks the flow** of excess energy generated by your SSEG system back into the City's electricity grid.



## Step 3: Apply for Small-scale Embedded Generation

- Tick **Yes** if you are applying for a **feed-in system**:
  - A section will appear to fill in the details of the person/entity who will be responsible for payment

Export Details

\*Will the system be exporting to grid?: ☒ Yes ☐ No

MEC (Maximum Export Capacity in KVA):

Person/Entity Responsible for Payment

\*Select Party/Payer:

\*The VAT number we have on record, is this correct? If not please update:

\*Select Postal Address that should appear on the Invoice:

\*Do you require VAT invoice?: ☐ Yes ☐ No

\*If yes, provide an up to date VAT registration certificate (PDF only max size is 5MB):

If you are applying for a **feed-in system**, an AMI meter will need to be installed on the property, as well as the required metering accommodation. The associated costs will be at the property owner's expense.

**Note:** MEC (Maximum Export Capacity) will automatically be calculated based on the existing supply to the property

## Step 3: Apply for Small-scale Embedded Generation

- Indicate the service providers who will be involved with the application.
  - **SSEG Installer** – specify the SSEG installer involved with the installation
  - **Electrical Contractor** – select a registered electrical contractor (on e-Services) who will be issuing the Certificate of Compliance on the installation on completion.
  - **ECSA Registered professional** – select a registered ECSA registered professional (on e-Services) who will complete the SSEG Installation Commissioning sign-off on the installation to complete the application and commission the system
- Click 'Step 5'

**NOTE:** the system will validate whether the registration number provided is associated with a registered account and unregistered details will not be allowed.

### SSEG Installer Details

\* Installer Company Name/Name and Surname:

\* Installer Email Address:

\* Installer Telephone number:

### Electrical Contractor Details

\* Dept of Employment and Labour Reg number:  

Name and Surname:

Company name:

Email Address:

Telephone number:

### ECSA Registered Professional Details

\* Registration number:  

Registration category:

Name and Surname:

Company Name:

Contact number:

Email Address:

Step 5



CITY OF CAPE TOWN  
ISIXEKO SASEKAPA  
STAD KAAPSTAD

## Step 3: Apply for Small-scale Embedded Generation

### 5. Specify installation-related devices - Batteries

If your application is for a **Grid-tied hybrid system** or **Grid-tied battery only system**, add the battery details (*If no batteries were indicated in **System Type**, this battery section will not appear on the form*)

- Click **Add a Battery**
  - Add in the details of the battery on the pop-up

**NOTE:** Maximum charging current will be populated automatically depending on your existing supply phase

5. Devices

Battery Storage Details

 Please list all batteries in this installation





**Add Battery Storage**

Battery Storage Details

\*Make:

Model:

Voltage:

\*Size of batteries(kWh):

\*Quantity:

| Make | Model | Voltage | Size of Battery (kWh) | Quantity |
|------|-------|---------|-----------------------|----------|
|------|-------|---------|-----------------------|----------|

Click the "Add a Battery" Button to add a battery

Maximum Charging Current:

Battery Total Capacity (Wh):

# Step 3: Apply for Small-scale Embedded Generation

## 5. Specify installation-related devices – PV Panels

- If the **Generation Source** selected was **solar photovoltaic**, click '**Add a PV Panel**' (If **not**, this PV Panel section will not appear on the form)
  - Add the details of the PV Panels on the pop-up

**PV Panel Details**

 Please list all PV panels in this installation

**Add a PV Panel**



**Add a PV Panel**

\*Manufacturer:

Model:

\*Watts Per Panel:

\*Quantity:

| Manufacturer                                       | Model | Watts Per Panel | Quantity |
|----------------------------------------------------|-------|-----------------|----------|
| Click the " Add PV Panel" Button to add a PV Panel |       |                 |          |

Total number of PV Panels:

Total PV Watts:

# Step 3: Apply for Small-scale Embedded Generation

## 5. Specify installation-related devices – Inverters

- Only City of Cape Town Type Test Verified (Approved) Inverters that are on the online-published list can be selected on the application form
  - Add the details of the Inverter(s) on the pop-up
- Click on '**Step 6**'  
Inverter Details

 Please list all inverters connected

**Add Inverter**

Add Inverter

\*Manufacturer:

\*Model:

Size in kVA:

Phase:

\*Quantity:

Manufacturer

Model

Phase

Size in kVA

Quantity

Click the "Add Inverter" Button to add an inveter

Total number of inverters:

0

Total capacity of  
embedded generation:

0.00

NPR (Name Plate Rating):

18.40

**Step 6**



CITY OF CAPE TOWN  
ISIXEKO SASEKAPA  
STAD KAAPSTAD

**NOTE:** The Total number of inverters, Total capacity and NPR (Name Plate Rating) will automatically be calculated.

# Step 3: Apply for Small-scale Embedded Generation

## 6. Schematic: Residential property

A standard schematic will automatically appear based on the type of system you are applying for. Please ensure that your installation complies with the City's standard design

- **Tick** the acknowledgement box
- Click '**Step 7**'

Small-Scale Embedded Generation

1 - 2 Contact Details

3 Existing Supply

4 System Details

5 Inverters

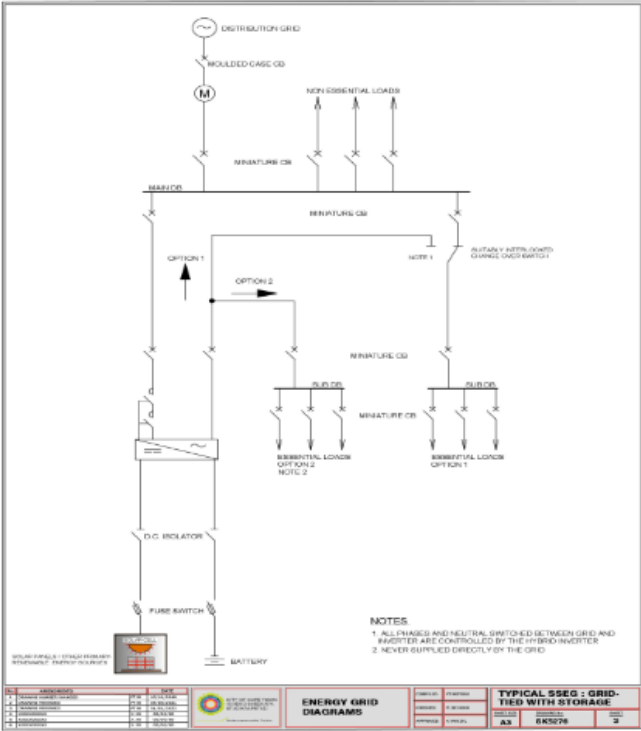
6 Schematic

7 Declaration

6. Schematic

Your installation must comply with the City of Cape Town's standard design requirements for small scale embedded generation

Access the standard embedded generation schematic drawings [HERE](#)



NOTES

1. ALL PHASES AND NEUTRAL SWITCHED BETWEEN GRID AND INVERTER ARE CONTROLLED BY THE HYBRID INVERTER

2. NEVER SUPPLIED DIRECTLY BY THE GRID

|     |                    |     |      |
|-----|--------------------|-----|------|
| NO. | DESCRIPTION        | QTY | UNIT |
| 1   | MAIN SWITCH        | 1   | PC   |
| 2   | MINIATURE CB       | 2   | PC   |
| 3   | HYBRID INVERTER    | 1   | PC   |
| 4   | BATTERY            | 1   | PC   |
| 5   | DC ISOLATOR        | 1   | PC   |
| 6   | FUSE SWITCH        | 1   | PC   |
| 7   | SUB-PANEL          | 1   | PC   |
| 8   | DISTRIBUTION BOARD | 1   | PC   |
| 9   | LOADS              | 1   | PC   |

ENERGY GRID DIAGRAMS

TYPICAL SSEG : GRID-TIED WITH STORAGE

TABLE 1

TABLE 2

TABLE 3

☐ I acknowledge that the installation is designed in accordance with the schematic displayed/attached above

Step 7

Cancel

Submit

 CITY OF CAPE TOWN  
ISIXEKO SASEKAPA  
STAD KAAPSTAD



# Step 3: Apply for Small-scale Embedded Generation

## 7. Declaration

Please read the Declaration carefully.

- Once you are happy that all the information provided is accurate, click **Submit**

<

Small-Scale Embedded Generation

1

 - 

2

 Contact Details — 

3

 Existing Supply — 

4

 System Details — 

5

 Inverters — 

6

 Schematic — 

7

 Declaration

### 7. Declaration

I acknowledge that the City of Cape Town Energy Directorate will proceed with the review of this grid-tied embedded generation interconnection application. I understand that:

I will have to pay for both in-house and outsourced engineering studies conducted as part of this review, should these be required; and a quotation for such work will be provided beforehand, allowing me to cancel or modify the application should I wish to do so. I further acknowledge that the City of Cape Town will provide this information to the National Energy Regulator of South Africa (NERSA) and other Distributors, as required.

I/we, the owner(s) / appointed proxy of the property, hereby declare that I/we have taken the necessary steps to ensure all information contained in this application is correct. I/we request a electricity supply service as specified. I/we further acknowledge and agree to comply with the provisions of the City of Cape Town Electricity Supply By-law and applicable policies.

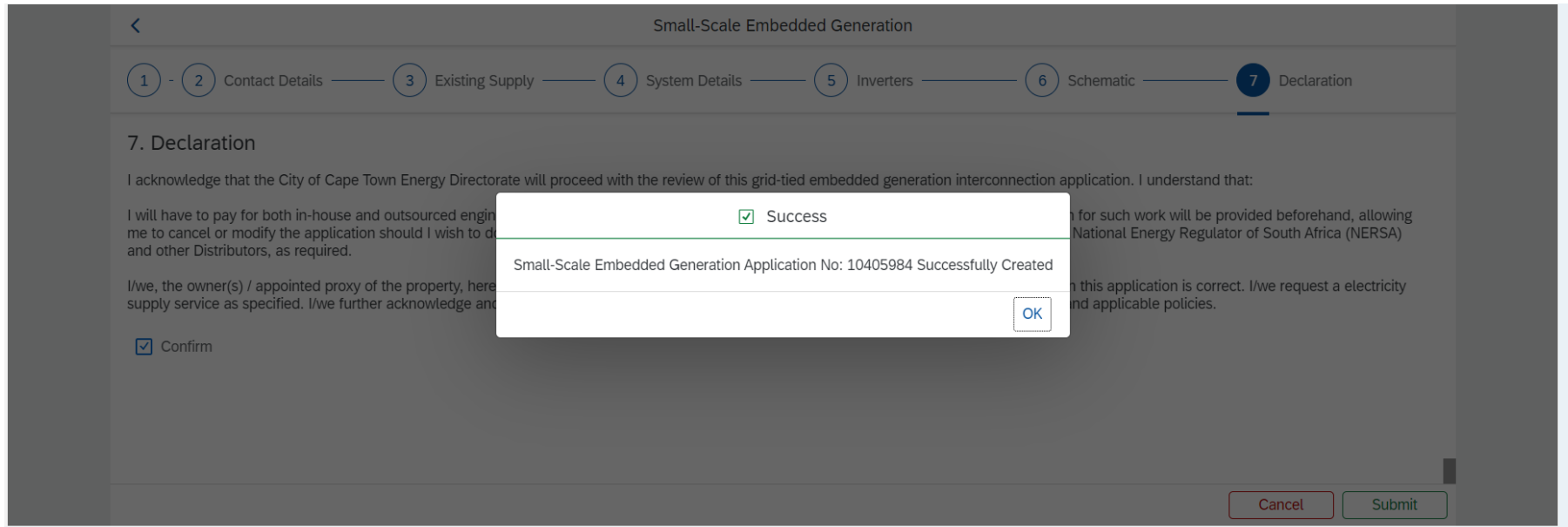
☒ Confirm

Cancel

Submit

# Step 3: Apply for Small-scale Embedded Generation

You application is now submitted!



The screenshot displays a web application interface for "Small-Scale Embedded Generation". At the top, a progress bar shows seven steps: 1, 2, 3, 4, 5, 6, and 7. Step 7, "Declaration", is the current step and is highlighted with a blue circle. Below the progress bar, the title "7. Declaration" is followed by a paragraph of text: "I acknowledge that the City of Cape Town Energy Directorate will proceed with the review of this grid-tied embedded generation interconnection application. I understand that: I will have to pay for both in-house and outsourced engineering services for such work will be provided beforehand, allowing me to cancel or modify the application should I wish to do so. National Energy Regulator of South Africa (NERSA) and other Distributors, as required." Below this text, there is a checkbox labeled "Confirm" which is checked. A modal dialog box is centered on the screen, displaying a green checkmark and the text "Success" followed by "Small-Scale Embedded Generation Application No: 10405984 Successfully Created". At the bottom right of the modal is an "OK" button. At the bottom right of the main form, there are "Cancel" and "Submit" buttons.

**NOTE:** Both the proxy who submitted the application and the property owner will receive email confirmation that the application has been submitted.

## Step 3: View and Download Permission to Install Letter

- Once the application has been reviewed, a **Permission to Install (PTI) letter** will be emailed to both the contact person (most likely the SSEG installer) and the property owner.
  - In the Energy Services Applications platform under **Small-scale Embedded Generation > Your Applications**, the application status will change to **Permission to Install**

Your Applications

To proceed with an existing application, choose it from the list below, or click 'New Application' to initiate a new one.  
To withdraw an application, select the relevant application from the list below and click the 'Withdraw' button.

[New Application](#)

| Reference Number               | Property Address | Reference Name | Date Submitted | Role  | Status                |                                            |
|--------------------------------|------------------|----------------|----------------|-------|-----------------------|--------------------------------------------|
| <input type="radio"/> 10406006 |                  |                | 22.02.2024     | Owner | Permission to Install | <a href="#">View Details and Documents</a> |

- The PTI letter is also available to download in the Energy Services Applications platform:
  - Under the relevant SSEG application, click **View Details and Documents**, and scroll down to **Download Documents**

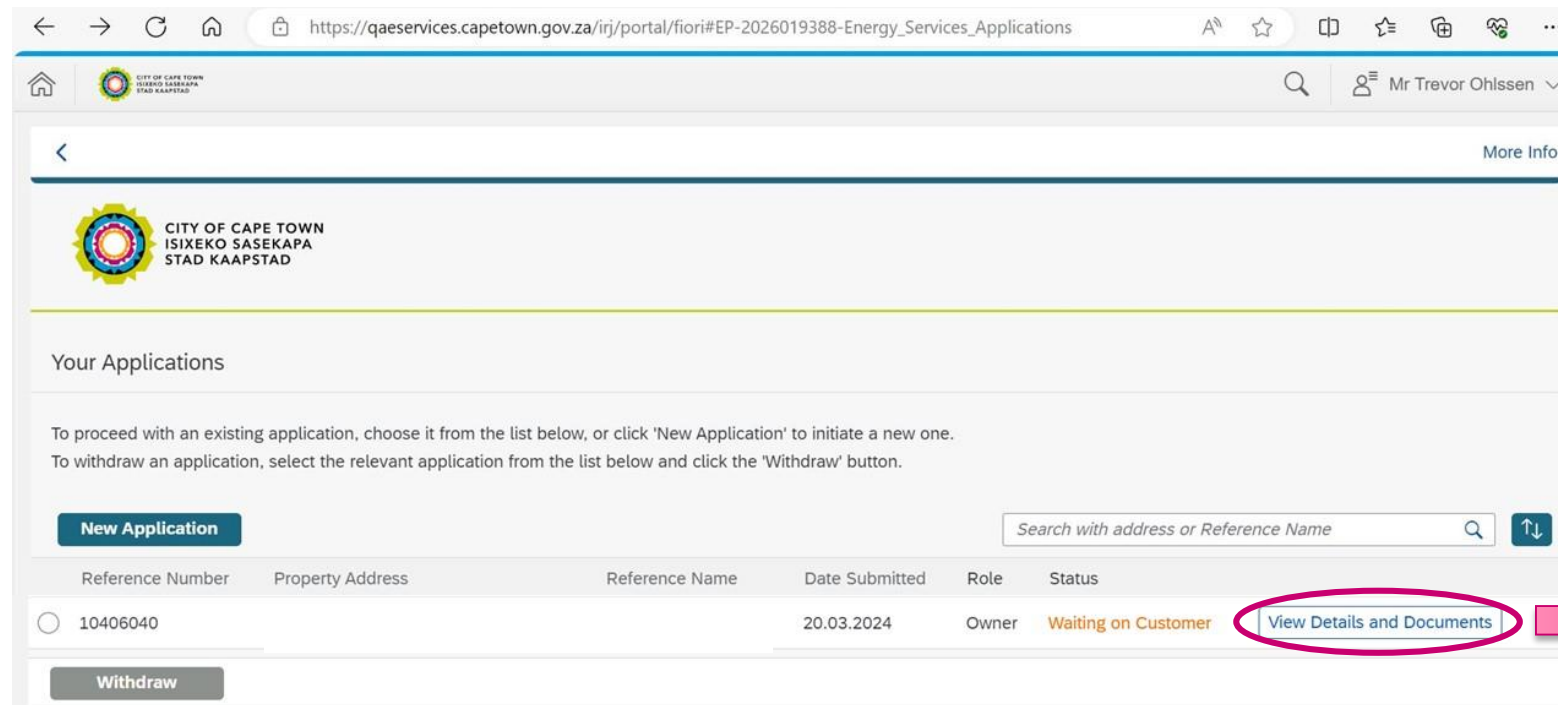
Select the radio button of the document to download and then click on '**Download Document.**'

Download Documents

|                       |                                                                                                               |
|-----------------------|---------------------------------------------------------------------------------------------------------------|
| <input type="radio"/> |  Application_Form.pdf      |
| <input type="radio"/> |  Permission_to_install.pdf |

## Step 3: SSEG Installation and commissioning

- Upon receipt of the Permission to Install letter, the SSEG installation may commence, but may NOT be switched on or operating.
- At this point, the status of the SSEG application will move from 'Permission to Install' to 'Waiting on Customer'. This can take a few days.



The screenshot shows a web browser window with the URL [https://qaeservices.capetown.gov.za/irj/portal/fiori#EP-2026019388-Energy\\_Services\\_Applications](https://qaeservices.capetown.gov.za/irj/portal/fiori#EP-2026019388-Energy_Services_Applications). The user is logged in as Mr Trevor Ohlssen. The page header includes the City of Cape Town logo and name in English and Afrikaans. The main section is titled 'Your Applications' and contains instructions: 'To proceed with an existing application, choose it from the list below, or click 'New Application' to initiate a new one. To withdraw an application, select the relevant application from the list below and click the 'Withdraw' button.'

There is a 'New Application' button and a search bar labeled 'Search with address or Reference Name'. Below the search bar is a table with the following columns: Reference Number, Property Address, Reference Name, Date Submitted, Role, and Status.

| Reference Number | Property Address | Reference Name | Date Submitted | Role  | Status              |
|------------------|------------------|----------------|----------------|-------|---------------------|
| 10406040         |                  |                | 20.03.2024     | Owner | Waiting on Customer |

Below the table is a 'Withdraw' button. A pink oval highlights the 'View Details and Documents' link next to the application row, with a pink arrow pointing from this link towards the explanatory text box on the right.

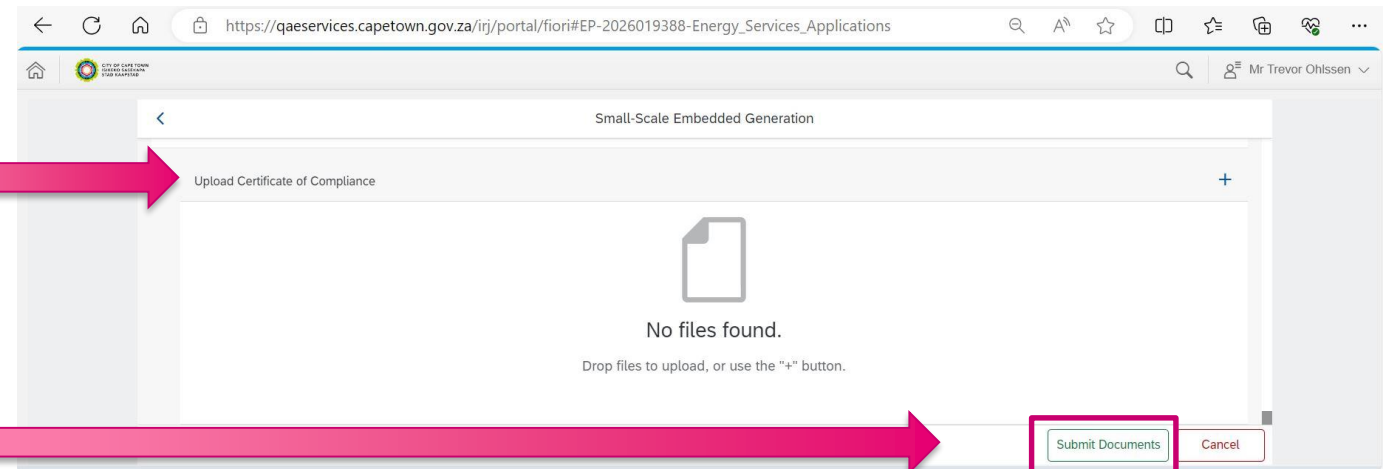
*When the Status is '**Waiting on Customer**' the applicant must Click on 'View Details and Documents' and scroll to the bottom of the page to upload the required documents to the application.*

## Step 3: SSEG Installation and commissioning

- Once installation and commissioning is complete, the contact person (handling the application) will need to log in to the Energy Services platform in e-Services (under Energy Services) click on 'View details and documents' and upload copies of the following. **Note this step will only be active once the application status is in 'Waiting on Customer':**
  - Electrical Installation CoC (issued by the Electrical Contractor)

***Please note:** these documents need to be uploaded before the ECSA registered professional can complete the commissioning report (as outlined in the next step).*

*Once uploaded, click on '**Submit Documents.**'*



## Step 3: SSEG Installation and commissioning

- Read and accept the Terms and Conditions:

Terms and conditions

Residential SSEG installations.

- An ECSA registered professional technician (Pr. Techni. Eng.) may only certify Residential SSEG installations.

- Energy Directorate will require prior written approval from the following departments, where applicable. Applications will not be considered until all relevant approvals have been obtained.
  - Planning and Building Development Management (Area offices) - Zoning/subdivision/building structure plans
  - City Health Specialised Services (021) 4003781 - Noise impact assessment and ventilation
  - City Health Specialised Services (021) 5905200 - Air pollution and quality (only applicable to fuel-burning technologies)
- Photovoltaic (PV) SSEG applications will require approval from Planning and Building Development Management only if:
  - Rooftop installations: PV panel(s) in its installed position projects more than 1.5m, measured perpendicularly, above the roof and/or projects more than 600mm above the highest point of the roof;
  - Installations on the ground: PV panel(s) in its installed position projects more than 2.1 meters above the natural/finished ground level.
- PV SSEG applications typically do not require approvals for noise impact assessment and ventilation nor air pollution and quality.
- Micro Wind Turbine - means 'wind turbine infrastructure' which has the following Restrictions:
    - Maximum blade diameter of 700m
    - Maximum height of blades above ground level of 2.5m if freestanding
    - Maximum height of blades above the roof of 1.5m when attached to the building and a minimum distance from the boundary wall of 2.5m.
  - Small-Scale Wind Turbine - means 'Wind Turbine Infrastructure' where the rotor axis is horizontal, and the overall rotor diameter does not exceed 3m; or where the rotor axis is vertical, and the power output does exceed 3 kW, but excludes a Micro Wind Turbine.
  - Wind Building Plans Requirements Please note that building plan applications will be required for Small-Scale Wind Turbines. Building plan applications will not be required for Micro Wind Turbines.
- The customer or proxy has applied to the City for the connection of an embedded generator and the City is prepared to approve the connection in accordance with the terms and conditions as well as the Supplemental contract for embedded generation, which constitutes a legal agreement [available here](#).

Accept

Reject

- NOTE:** These Terms and Conditions refer to the [Generic Supplemental Contract](#). **By agreeing to the terms you are agreeing to this contract.** If you submitted your application before this feature update, you will still need to sign and submit the original Supplemental Contract.

## Step 3: SSEG Installation and commissioning

- To sign off the commissioning report, the **ECSA registered professional** must log onto the [e-Services Portal](#), and navigate to **Energy Services > Energy Services Applications > Apply for SSEG** and select the correct application that is the status '**Waiting on Com. Report.**'
- Click on '**View Details and Documents**' and scroll to the bottom of the application to review the application, view the Certificate of Compliance, and complete the commissioning report.



CITY OF CAPE TOWN  
ISIXEKO SASEKAPA  
STAD KAAPSTAD

### Small-Scale Embedded Generation

#### Your Applications

To proceed with an existing application, choose it from the list below, or click 'New Application' to initiate a new one.  
To withdraw an application, select the relevant application from the list below and click the 'Withdraw' button.

| Reference Number               | Property Address             | Reference Name | Date Submitted | Role  | Status                 |                                            |
|--------------------------------|------------------------------|----------------|----------------|-------|------------------------|--------------------------------------------|
| <input type="radio"/> 10406382 | 9 WILLOUGHBY DRIVE NOORDHOEK | RENE MARINUS   | 25.04.2024     | Owner | Waiting on Com. Report | <a href="#">View Details and Documents</a> |



## Step 3: SSEG Installation and commissioning

- Tick each of the Commissioning Report conditions (note: only if the installation complies)
- Select '**Submit report**'

**Please note:** the completion of this step does not give approval to commission. The property owner and installer must wait for the City to issue the commissioning approval letter before the system can be switched on.

*Once 'View Details and Documents' was clicked, scroll to the bottom of the application to review the application, view the Certificate of Compliance, and complete the commissioning report.*

*Click on 'Submit Report' to complete commissioning.*

Small-Scale Embedded Generation

Commissioning Report

- ☒ The SSEG installation complies with the latest editions and relevant sections of NRS 097-2-1 and South African Grid codes. \* Available under Reference Documents at <http://www.capetown.gov.za/elecserviceforms>
- ☒ The loss of mains protection has been proved by loss of mains protection has been proven by a functional test carried out as part of the on-site commissioning (e.g. a momentary disconnection of the grid supply to the SSEG in order to prove that the loss of mains protection operates as expected.)
- ☒ Protection settings have been set to comply with the latest edition of NRS 097-2-1 and the approved generation capacity maximum output of the inverter has been limited by appropriate hardware or software settings.
- ☒ Safety labels have been fitted in accordance with the latest edition of NRS 097-2-1, SANS 10142-1 and SANS 10142-2 MV Installation Safety Report
- ☒ The grid-tied SSEG installation complies with the relevant sections of SANS 10142-1 and an installation certificate of compliance were uploaded in the previous step.
- ☒ Where applicable for a grid-tied hybrid SSEG installation, the suitable interlocked change-over switch conforms to the requirements of Appendix 4 of the Requirements for SSEG document.
- ☒ Where applicable, Reverse power flow blocking protection has been installed and commissioned to prevent reverse power flow into the electricity distribution network

Comments:

**Submit Report** Cancel





## Step 3: SSEG Installation and commissioning

---

- The City reserves the right to inspect the installation if required.
- Should a metering change be required, a “Metering Quotation” will be issued by the City (for the customer to pay).
- Once metering payment is received and the relevant metering accommodations are provided, the City will install and commission the new meter and the customer will be placed on the correct tariff.
- Once the above steps are complete and documents have been reviewed, the Commissioning Approval letter will be emailed to both the contact person and the property owner.
- The SSEG authorisation process is now complete and the SSEG installation may be switched on.

# Applications for properties owned by a company

---

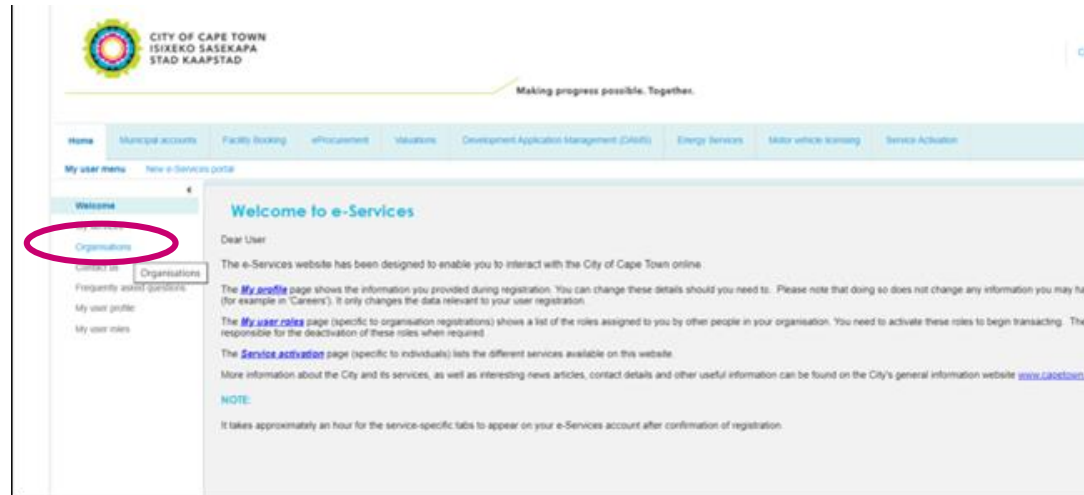
If you wish to apply for SSEG for a property that is owned by a business or organisation, please first follow this registration process, and then [proceed to Step 2](#) to Grant Proxy Authorisation if your application is being handled by a third party, or to [Step 3](#) if you are submitting the application yourself.

The organisation will need to be registered on e-Services by a person who has legal authorisation to act on behalf of the company (e.g. company owner). This person can then activate services for the company, including Energy Services.

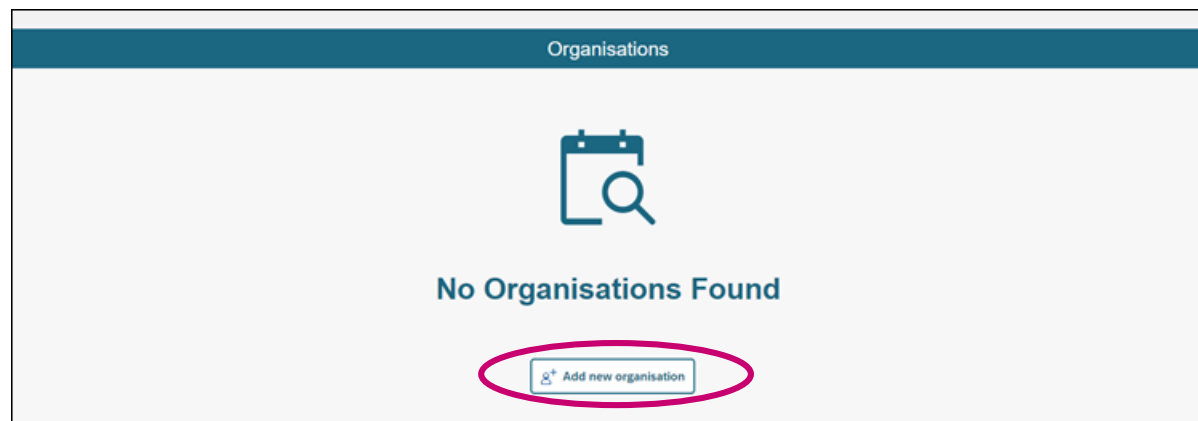
- The person who is **legally authorised** to must register on e-Services as an **individual**:
  - Visit the City's [Register for e-Services](#) page for information on how to register.
  - Go to the [e-Services Portal](#) to register or log on to an existing profile.
  - Follow section 1. Register for e-Services New user in the [e-Services registration user manual](#).
- Once logged in, add the company that is the owner of the property for which you wish to apply for SSEG:
  - Go to: General > Organisations > Add organisation – choose 'Add new organisation':

# Applications for properties owned by a company

- Go to: General > Organisations

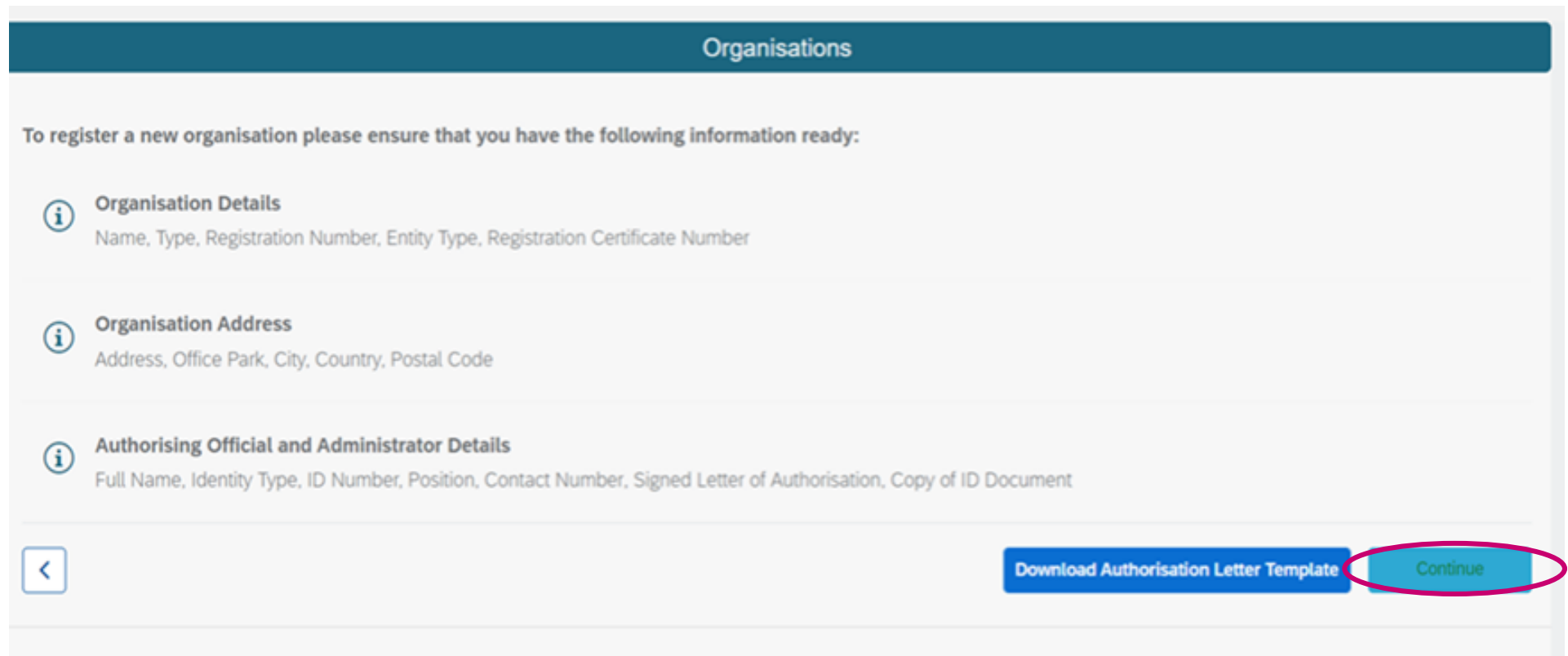


- Click on 'Add new organisation':



# Applications for properties owned by a company

- You will need the following information to register a new organisation:



**Organisations**

To register a new organisation please ensure that you have the following information ready:

- Organisation Details**  
Name, Type, Registration Number, Entity Type, Registration Certificate Number
- Organisation Address**  
Address, Office Park, City, Country, Postal Code
- Authorising Official and Administrator Details**  
Full Name, Identity Type, ID Number, Position, Contact Number, Signed Letter of Authorisation, Copy of ID Document

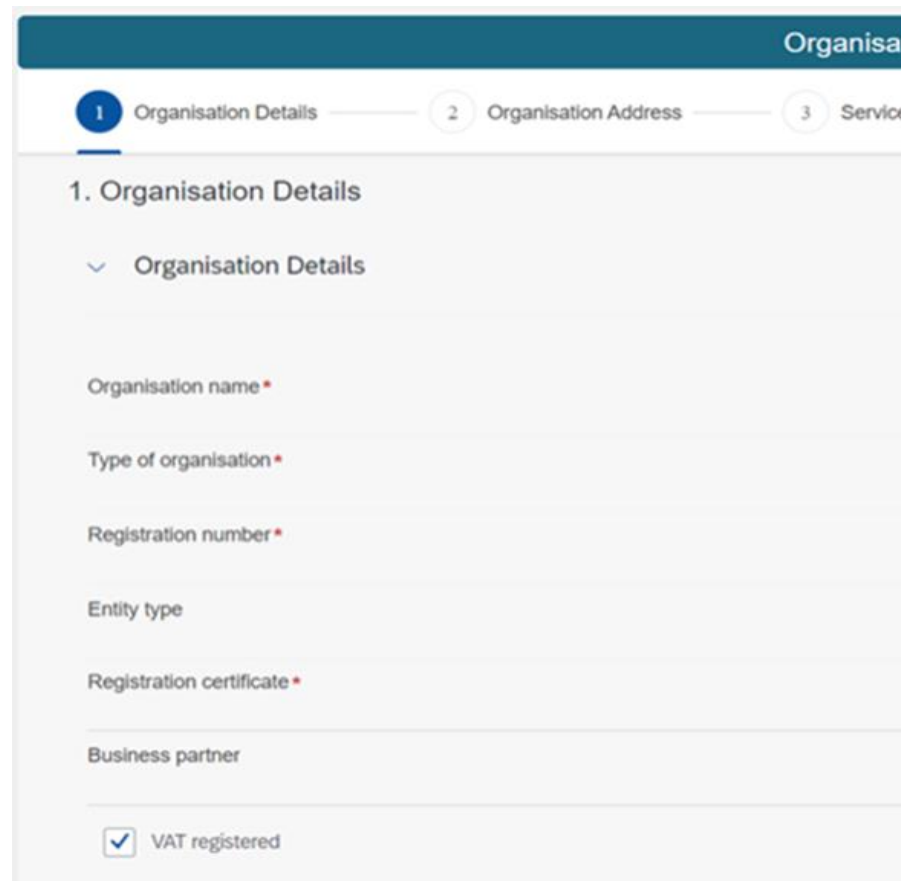
[Download Authorisation Letter Template](#) [Continue](#)

- Click **Continue**

# Applications for properties owned by a company

- Fill in the organisation's details and upload the company Registration certificate :

**NOTE:** Ensure to use **correct company Business Partner number** that is on the rates account of the property for which you will apply for SSEG



The screenshot shows a web application interface for 'Organisation Details'. At the top, there is a dark blue header with the word 'Organisat' partially visible. Below the header, a progress bar indicates three steps: '1 Organisation Details' (active), '2 Organisation Address', and '3 Service'. The main content area is titled '1. Organisation Details' and contains a form with the following fields: 'Organisation name \*', 'Type of organisation \*', 'Registration number \*', 'Entity type', 'Registration certificate \*', and 'Business partner'. At the bottom of the form, there is a checkbox labeled 'VAT registered' which is currently checked.

# Applications for properties owned by a company

- Select **Energy Services** and click **Step 4**

Organisation Registration

1 Organisation Details — 2 Organisation Address — 3 Service Activation — 4 Representatives

3. Service Activation

| Available services                                                                                                   |                                     | Business partner |
|----------------------------------------------------------------------------------------------------------------------|-------------------------------------|------------------|
|  Conveyancing                       | <input type="checkbox"/>            |                  |
|  Debt Management Revenue Collection | <input type="checkbox"/>            |                  |
|  Development Management             | <input type="checkbox"/>            |                  |
|  <b>Energy Services</b>             | <input checked="" type="checkbox"/> |                  |
|  Events Permitting and Support     | <input type="checkbox"/>            |                  |
|  Facility Booking System          | <input type="checkbox"/>            |                  |
|  Municipal Accounts               | <input type="checkbox"/>            |                  |
|  Work Order Management            | <input type="checkbox"/>            |                  |

**Step 4**



# Applications for properties owned by a company

---

- Complete details of the company representatives (can be a signed in user or a new user) and upload ID:

**NOTE:** A single individual may occupy multiple roles as, for example, is normally the case in small businesses. The owner may occupy all of the above roles

**NOTE:** The registration process for organisations requires several roles to be activated in order to grant access to company account information. These roles are listed below:

**Authorising official:**

- Person designated to authorise the organisation's interactions with the City via e-Services
- May be the business owner or a senior official within the organisation
- Responsible for assigning the initial user administrator for the organisation's e-Services account

**Administrator:**

- Person responsible for managing and maintaining the users (or nominees) on the organisation's e-Services account
- May be a department head or manager within the organisation or any individual authorised to fulfil this role

**Nominee:**

- Person responsible for performing the service-specific electronic transactions on e-Services on behalf of the organisation
- Would generally be a member of staff in the organisation

**NOTE:** A single individual may occupy multiple roles as, for example, is normally the case in small businesses. The owner may occupy all of the above roles



# Applications for properties owned by a company

- Complete details of the company representatives (can be a signed in user or a new user) and upload ID:

**NOTE:** A single individual may occupy multiple roles as, for example, is normally the case in small businesses. The owner may occupy all of the above roles

#### 4. Representatives

*i* Authorising official

Details

Sign in user

New user

Sign in user

First Name \*

Surname \*

Initials \*

SA ID Number

Passport

*i* Administrator

Details

Same as

New user

Sign in user

Authorising official

Surname \*

Initials \*

SA ID Number

Passport

Contact number \*

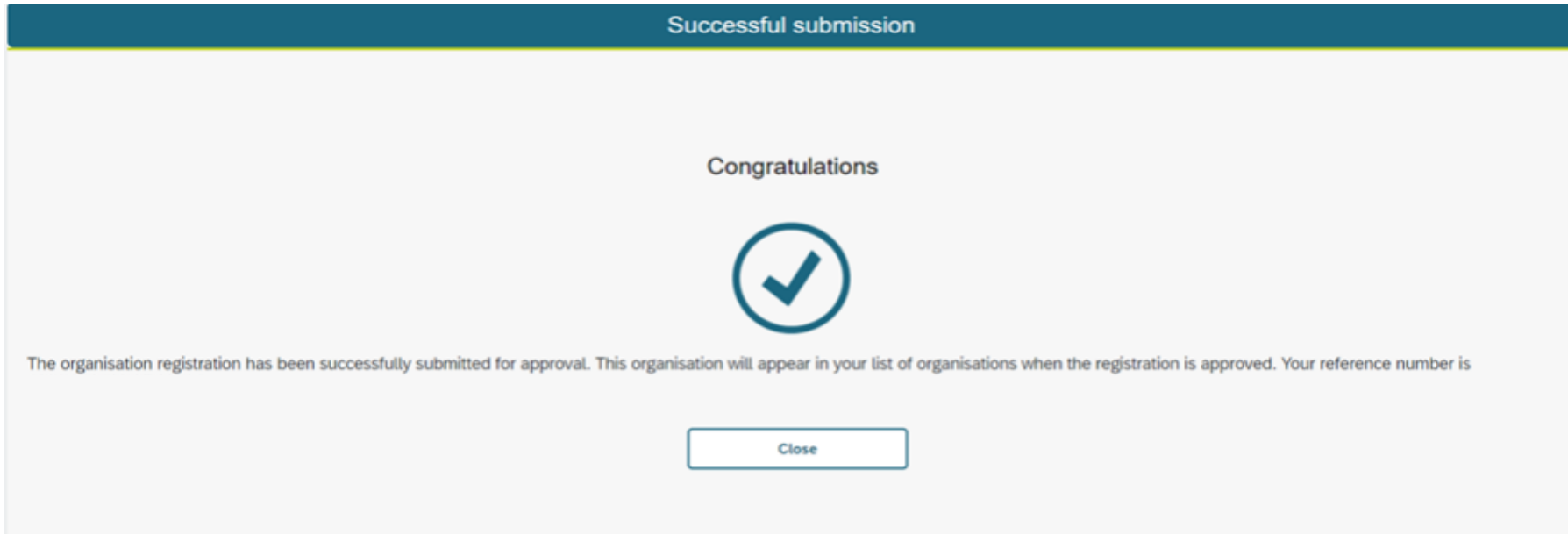




# Applications for properties owned by a company

---

- Your organisation is now registered.



- To **Grant Proxy Authorisation** to an installer to submit an application on your behalf, follow Step 2 of this guide – click [here](#)
- To **Submit an SSEG application**, follow Step 3 of this guide – click [here](#)

# Modification to an existing SSEG installation

---

If there is an existing, approved and commissioned SSEG installation and the property owner wishes to make a modification, for example to:

- Switch to feed in excess generation to the City's grid
- Increase the number of solar PV panels
- Increase/add battery storage
- Change/upgrade the inverter

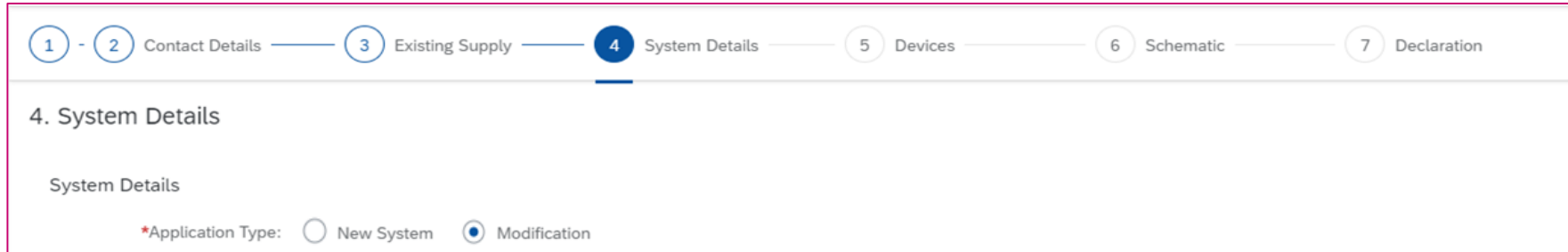
**Applications for modifications to existing, approved SSEG systems can be made on the online SSEG application platform, *even if the existing installation was approved using the old PDF form.***

**NOTE:** The new system will still need to comply with the current [Requirements for SSEG](#)

# Modification to an existing SSEG installation

Online process for modifications to existing, approved SSEG systems:

- Property owner must register for e-Services and activate Energy Services – [Step 1](#) of this Guide
- Property owner to Grant Proxy Authorisation if application being done by installer – [Step 2](#) of this Guide
- Under Apply for SSEG ([Step 3](#) of this Guide), under step 4: *System Details*, *System type* tick **Modification** and enter the **updated system's details and specifications**:



The screenshot displays a multi-step online application process. At the top, a progress bar shows seven steps: 1. Contact Details, 2. Existing Supply, 3. System Details (highlighted with a blue circle and underline), 4. Devices, 5. Schematic, and 6. Declaration. Below the progress bar, the section is titled '4. System Details'. Underneath, there is a sub-header 'System Details' and a label '\*Application Type:' followed by two radio button options: 'New System' and 'Modification'. The 'Modification' option is selected, indicated by a blue dot inside the radio button.

**NOTE:** If you applied using the online platform for your existing SSEG system, some of the fields in the online application will be pre-filled with the information previously provided. You can edit these to update any details and enter the specifications of the new updated SSEG installation.

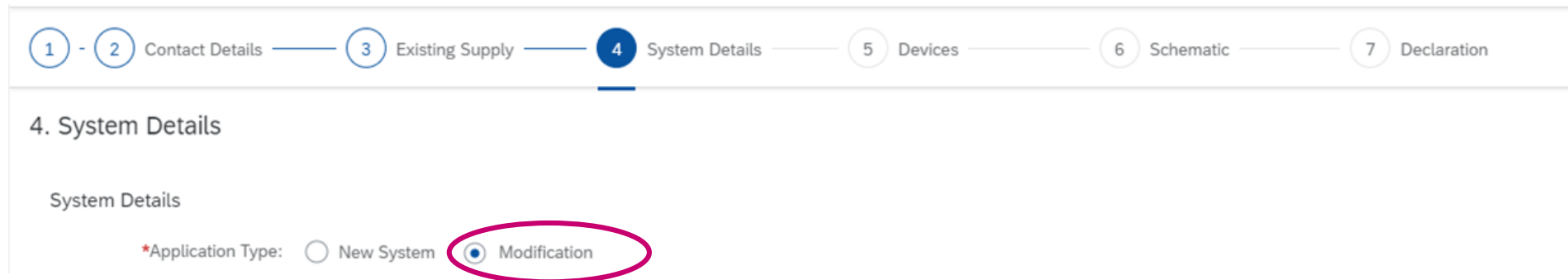
If your previous SSEG application was made using the old PDF form, the data will not pull through and you will need to provide it. Enter the specifications of the **new updated SSEG installation**.



# Modification: Switch to feed-in

If you have an existing, approved SSEG installation and the property owner wishes to switch to feed in excess generation to the City's grid:

- Property owner must register for e-Services and activate Energy Services – [Step 1](#) of this Guide
- Property owner to Grant Proxy Authorisation if application being done by installer – [Step 2](#) of this Guide
- Under Apply for SSEG ([Step 3](#) of this Guide), under **Step 4 System Details**:  
Under *Application Type*, type tick **Modification**:



The screenshot shows a progress bar at the top with seven steps: 1 - 2 Contact Details, 3 Existing Supply, 4 System Details (highlighted with a blue circle and underline), 5 Devices, 6 Schematic, and 7 Declaration. Below the progress bar, the section is titled '4. System Details'. Under the sub-header 'System Details', there is a label '\*Application Type:' followed by two radio button options: 'New System' and 'Modification'. The 'Modification' option is selected, indicated by a blue dot inside the radio button, and is circled with a red oval.

**NOTE:** The new system will need to comply with the current [Requirements for SSEG](#), and the inverter will need to be on the [City's Approved Inverter list](#)

# Modification: Switch to feed-in

- Under Construction Details:
  - *Is the system already installed?* Select **Yes**
- Under Export Details:
  - *Will the system be exporting to the grid?* Select **Yes**
  - The MEC will automatically be calculated based on the existing supply to the property
  - A section will appear to fill in the details of the person/entity who will be responsible for payment for the AMI meter

Construction Details

\*Is the System already installed?: ☒ Yes ☐ No

Export Details

\*Will the system be exporting to grid?: ☒ Yes ☐ No

MEC (Maximum Export Capacity in KVA):

Person/Entity Responsible for Payment

\*Select Party/Payer:

\*The VAT number we have on record, is this correct? If not please update:

\*Select Postal Address that should appear on the Invoice:

\*Do you require VAT invoice?: ☐ Yes ☐ No

\*If yes, provide an up to date VAT registration certificate (PDF only max size is 5MB):

If there are *no other modifications*, enter the **existing system's** details and specifications. If there are *additional modifications*, enter the **new system's** details and specifications in the subsequent sections.

**Thereafter**, continue the application as per instructions in [Step 3](#) of this Guide.



# Troubleshooting

Below are some common issues and how to solve them. Please try to follow the steps described below before contacting us. Should you still need assistance please contact the relevant office (details on the last page of this guide)

## 1. “I get an https error when I try to submit my application”:

We are aware of this issue. Please try to clear your browser cache before lodging the next application. Follow the steps below to clear your cache.

If you have done this and are still getting the error, please email [ElectricityApplication.Queries@capetown.gov.za](mailto:ElectricityApplication.Queries@capetown.gov.za) include the following:

- **Your name**
- **BP number on the rates account of the property for which you are applying for SSEG**
- **Your e-Services username**

### How to clear your cache in Firefox

- Click on the menu button. to open the menu panel.
- Click History and select Clear Recent History....
- Next to Time range to clear, choose Everything from the drop-down menu, select Cache in the items list, make sure other items you want to keep are not selected and then click the OK button.

### How to clear your cache in Opera

- In Opera, open a new tab and close all other Opera tabs and windows.
- In the top left, select the Opera logo to open the menu. Select History menu, and then Clear recent history....
- From the Time range drop-down, choose your desired range; to clear your entire cache, select All time

### How to clear your cache in Google Chrome

- Click the Menu in the upper right. Choose "Clear Browsing Data."
- The most effective setting is to clear all browsing history for All time and to clear browsing history, download history, cached images and files, and cookies

### How to clear your cache in Microsoft Edge

- Go to Settings > Privacy > Clear browsing data and select Ctrl+Shift+Del.
- You can also type "edge://settings/clearbrowserdata" in your address bar to access this function.
- Clear your browsing history, cookies, and cached images and files in minutes.



# Troubleshooting

---

## 2. “My old property or an incorrect property address is showing up on my e-Services profile”:

**Note:** When activating Energy Services, your *postal address* will be shown. This might not be the same address that is linked to the BP number of the property applying for SSEG.

Within Energy Services, the physical address/es of the properties you own will be shown.

If either of these are incorrect, you can find out how to [Change your address on your municipal account](#).

You can also email [ElectricityApplication.Queries@capetown.gov.za](mailto:ElectricityApplication.Queries@capetown.gov.za) and include the following:

- **Your name**
- **Your e-Services username**
- **BP number on the rates account of the property for which you are applying for SSEG**
- **Correct property address**

# Troubleshooting

---

## 3. “I cannot see the property for which I need to apply for SSEG on my e-Services profile”

This could be for several reasons:

- The property is owned by a company and the company is not registered on e-Services. Follow the steps under *Applications for properties owned by a company* in this guide – click [here](#).
- The property is part of an estate, where there is a bulk meter and individual private metering. Ensure that an authorised representative of the home owners association is logging in to e-Services to see the property.
- If you still cannot see your property, please email [ElectricityApplication.Queries@capetown.gov.za](mailto:ElectricityApplication.Queries@capetown.gov.za) and include the following information:
  - **Your name**
  - **Your e-Services username**
  - **BP number on the rates account of the property for which you are applying for SSEG**
  - **Property address**

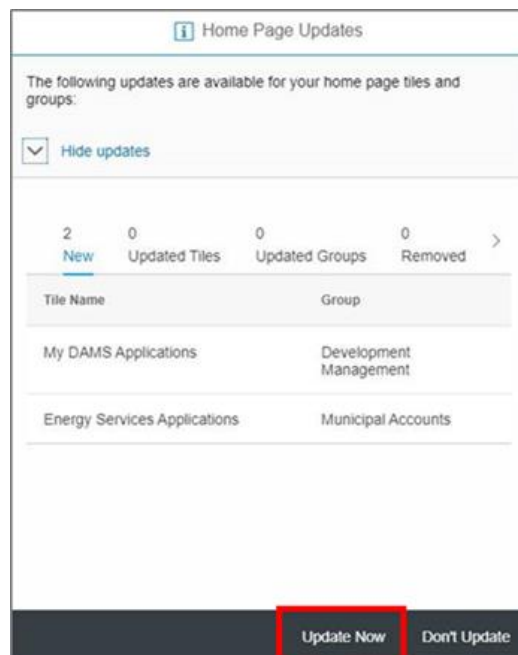
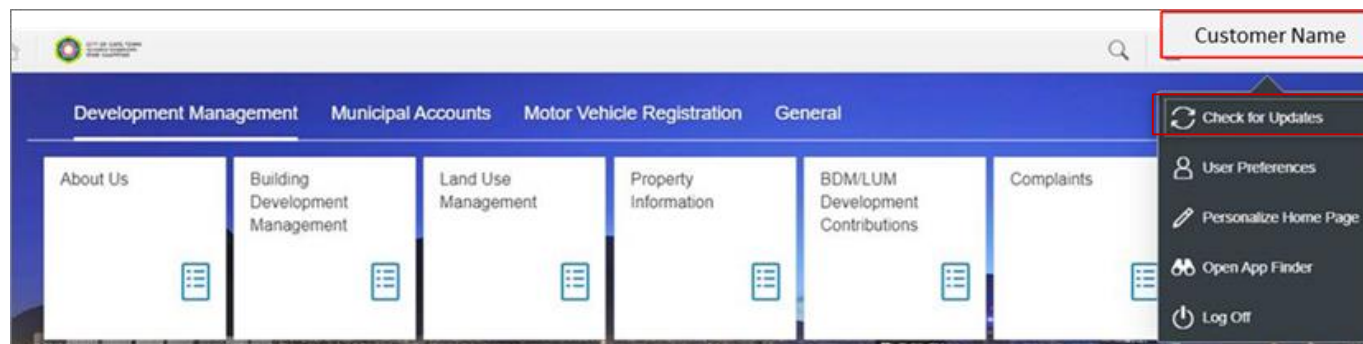


# Troubleshooting

## 4. “I have activated Energy Services but cannot see the Energy Services tab or tile on my e-Services profile”

Follow the steps below:

- Log onto your e-Services profile
- Click on **New e-Services portal** link.
- Click on dropdown under profile name in top-right corner.
- Select **Check for Updates** from list.
- Click **Update Now** button.



# Contact us

---

1. Issues with creating an **e-Services** user account or activating the required services:

- **Email:**  
[Revenue.Eservices@capetown.gov.za](mailto:Revenue.Eservices@capetown.gov.za)

2. Issues with the **SSEG application process**:

- **Email:**  
[ElectricityApplication.Queries@capetown.gov.za](mailto:ElectricityApplication.Queries@capetown.gov.za)

**Please include the following information in your email:**

- **Telephone:**
  - Area North: 021 444 1394 / 8333
  - Area East: 021 444 8511 / 8335 / 8334
  - Area South: 021 444 2097 / 021 400 4750 / 1 / 2 / 3