



INFORMATION FOR CONNECTION OF SERVICES (2 WORKING DAYS' NOTICE IS REQUIRED)

WHAT DO I DO WHEN CONNECTING SERVICES?

1. Visit your nearest City of Mbombela enquiries desk/download the service level agreement form and attach the following documents:
 - Identity Document or a Valid Drivers License, a valid Travel Document(Passport with Work Permit/Visa)
 - **In case of property owner** :Offer to purchase, Agreement of Sale and / or Transfer letter from the Attorneys, ensuring that the full property description is outlined, with a street address;
 - **In case of a business owner:** Offer to purchase, Agreement of Sale and/ or Transfer letter from the Attorneys, ensuring that the full property description is outlined, with a street address. The business registration documents, with an authorized signatories identity document and a letter of authority.
2. Complete service level agreement form.
3. Attach proof of payment of a prescribed security deposit (refer to deposit tariff schedule).
4. Users of Pre paid meters, are required to have the correct pre paid meter number to enable a connection.
5. Submit the completed forms at any customer care desk/ email to serviceconnections@mbombela.gov.za.
6. You should receive your first account within 6 weeks.

Enquiries can be directed to:

Nelspruit	013 759 9275 / 759 2064
White River	013 750 6023
Hazyview	013 737 2007
Barberton	013 712 8800/ 712 2222

Remember to visit/submit your disconnection form, when moving out/selling your property.

