



# Service Application Checklist

Make an appointment for non-payment services

Email: customersupport@grenlec.com  
WhatsApp: (473) 405-6931  
or call 237 or 440-2097

For easy, hassle free, and timely connection, please follow these steps:

## Select type of service required

New service: single-phase/three-phase.	<b>A</b>
Reconnection of service disconnected for more than 6 months.	<b>B</b>
Reconnection of service after modification of wiring.	<b>C</b>
Transfer or relocation of a meter.	<b>D</b>
Temporary connection: (for construction ONLY) a maximum of 2 extensions may be granted by the Electrical Inspectorate Unit, for a period of 1 year in the first instance.	<b>E</b>
Upgrade to three-phase supply.	<b>F</b>

## Tick steps applicable to the service type selected.

- Contract licensed electrician to wire house/building or modify existing wiring. **A B C D E F**
- Pay electrical inspection fee at any Revenue Office, the Government Treasury, or Botanical Gardens Treasury Sub-Office at the government printery. **A B C D E F**
- Submit 3 copies of the Application for Inspection completed by licensed electrician along with receipt of payment to the Electrical Inspectorate Unit. The name on the Inspection Application is the name that will appear on the electricity bill. **A B C D E F**
- Certificate of Approval will be issued by Electrical Inspector, if wiring installation is satisfactory. **A B C D E F**

## When applying to Grenlec for service \*

- Present Certificate of Approval from Electrical Inspector. **A B C D E F**
- Have meter number or account number available. **B C D F**
- Present valid ID (Passport, Voter Identification Card or Driver's Licence) and complete requisite forms. **A B C D E F**
- Present a Letter of Authorisation for application being made on someone else's behalf. **A B C D E F**

\* Non-payment services done by appointment only

Please see reverse

## Fees

- New Service:** Single-phase connection \$100.00 +VAT. **A**
- New Service:** Three-phase connection \$350.00 +VAT. **A F**
- Reconnection fee:** \$60.00 +VAT. **B C**
- Transfer or relocation of meter:** \$60.00 +VAT **D**
- Contribution Cost:** this may apply where service requires additional infrastructure. Estimate will be provided after assessment, for customer approval. **A F**
- Upgrade of security deposit.** **B C D F**
- Security deposit:** an estimate of one month's usage, which earns 4% interest annually. If account is closed, security deposit less outstanding balance will be refunded. **A E**

## For Commercial Customers Only

- Application in the name of a registered Company must be accompanied by a Letter of Authorisation on its company letterhead and affixed with the Company's stamp or seal. **A B C D E F**
- Certificate of Incorporation or stamped copy of Articles of Association. **A E**

## Three-Phase Supply

- A preliminary assessment by Grenlec is required. We recommend that this is done prior to inspection by Electrical Inspectorate Unit to ensure that capacity is available. Assessment Forms are available at Grenlec's offices and on the website. **A F**

## Expected Service Delivery Times

- 7 to 10 working days for properties within 100 feet of existing pole for single-phase supply. **A C D E**
- 6 to 8 weeks for properties where additional infrastructure is required. **A C D E**
- 48 hours if meter relocation not required. **B**
- Based on findings of preliminary assessment for three-phase supply. **A F**

## Additional Information

- Requirement for temporary connection:** A covered mounted board with a main switch and double socket outlet on a sturdy structure. **E**

## Contact Information

**Customer Care Centres:** Bruce Street, St. George's  
Dusty Highway, Grand Anse • Ben Jones Street, Grenville  
Hillsborough, Carriacou • Petite Martinique

**Email:** customersupport@grenlec.com

**Website:** www.grenlec.com

**Telephone:** 237 or (473) 440-2097