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Ciénaga de Zapata Municipal Integral Team

(EIM Cienaga de Zapata)

The Ciénaga de Zapata Municipal Integral Team is based in Playa Larga and belongs to the Territorial Basic Electric Organization Jagüey Grande. (OBET)

Name of the entity: **Equipo Integral Municipal OBE**

Municipality: **Ciénaga de Zapata**

Subordination Level: Territorial Basic Electric Organization Jagüey Grande. (OBET Jagüey Grande)

Address: Entronque Playa Larga

Head of EIM Ciénaga de Zapata: Rene Valdés Viña



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In our branches, electrical energy is sold wholesale and retail.

In residential sector:

1-Installation of new services:

Free service;

Requires home ownership or construction license, and

The house should not be located more than 25 meters from the post of the secondary line.

2-Change of voltage from 110V to 220V:

Free service

3-Change the location of the electric energy meter

Service with a cost of 6 pesos in national currency

In state sector:

Construction of lines up to 33 kV overhead and underground.

Electrical - industrial assembly.

Execution of load accommodation projects.

Energy and electrification consulting.

Repair and maintenance of overhead and underground electrical installations, substations, rotating equipment and communication.

Carry out lighting studies, both interior and exterior and its assembly.

Checking the dielectric capacities of protection means for working with electricity.

Repair, maintenance, calibration and certification of Electric Energy Meters.

Carrying out outdoor lighting studies and their assembly.

Rental of technological equipment for electrical assembly.

How to request a New Service

When appearing at the commercial office, the consumer must provide the following information:

Name and surname.

Identification card number.

Address of the property in question detailing:

Street and Number, if it does not have a number, detail if the sidewalk is even or odd numbered.

Name of the between streets.

Ground or high floor, passage and number or letter of the apartment, as appropriate.

In rural areas, the name or number of the road and the number of the kilometer and / or name of the farm where the property is located will be reported.

Phone.

Number of people in the family nucleus.

Presentation of the suitable document that proves that the applicant is in legal possession of the property. Any of the following documents are accepted:

Property deed or home title deed.

Free permanent usufruct certificate.

Habitable certificate issued by the corresponding Housing Directorate.

Construction license for new homes with temporary facilities built, except for breakdowns or existing homes.

Exchange resolution.

Contract with the body that owns the property, granting usufruct use to the service applicant.

Authorization for the construction or occupation of a house issued by the competent body in that area: ANAP, Popular Power, Cooperative and Hydroenergy.

Require that the liquidation of the place of origin be presented in case of being registered by transfer.

Magnitude of the load to be connected, detailing the number and capacity of lights and other electrical equipment to be used, as well as their operating voltage.

The cases of Electrification of Clotheslines, Sugar Bateyes, elimination of Diesel plants and other clients not connected to the SEN of investments approved by the state are excepted from presenting the legal document of possession of the properties.

Any new request for electrical service or the change of an existing one, is accepted once it has been verified that all the necessary information has been provided and that the technical standards and requirements have been fulfilled by the client.

Name changes

Name changes are made at the request of the consumer, presenting with the last account paid and any of the documents related to the procedure "Contracting services in the residential sector".

In case of not presenting the receipt, it is verified in the Balance area that there are no pending accounts payable. If they exist, the consumer must settle the outstanding debts and later the name change is made. It is the responsibility of the Commercial Specialist that this procedure is strictly followed.

Once these requirements have been fulfilled, the Commercial Specialist

in charge of this activity proceeds to fill out the Connection and Disconnection Order form (H-65), reflecting in observations the document he submitted (Number and date), as well as the contractor's identity card number.

If a receipt is being issued, it will be presented for collection normally, with the change beginning on the next billing.

It is the responsibility of the Commercial Specialist that the movement is executed in the next billing, as well as passing the triplicate of the model to "route cleaning" in order to verify if the name change has already been reflected in the invoiced account. If not, the name of the new customer is entered by hand and the movement will be processed again.

Inside the Commercial Office

A single H-65 model of connection and disconnection order is issued, recording the low and high data in the spaces enabled for it in the model. The required documents are presented.

An additional copy of the H-65 is issued since both the low and the high must be inserted in the consumer registry control file in its corresponding place.

The collection of the final account of the withdrawal service will be done as explained in Disposals.

Outside the Commercial Office

They are treated as independent low and high, in each Commercial Office, model H-65 being issued for the low and another for the high in the new address, with the normal processing in both cases and presentation of the required documents.

Swaps receive the same treatment as transfers.

Varied Place

When for certain situations of a consumer, a varied place or change of position of the electric energy meter is necessary, the Service Order will be made with the data provided by the client.

The site will be inspected by a specialist from the electric company, to determine the possibility of carrying out the work, informing the client through the Service Request Investigation model, the results of the inspection.

If the work is executable, the client will be informed that he must appear at the commercial office to make the payment, by applying the A-182-83 rate of the State Price Committee amounting to \$ 6.00.

From the date the various places are charged, the Commercial Office in charge of carrying out this work will have 10 working days to execute it.

Low

Discharges may occur at the request of the consumer or ordered by the Commercial Office, for abandonment of the service or for failure to pay your account.

Withdrawals requested by consumers can be definitive or temporary and in all cases the final account is collected, obtaining an estimated consumption between the date of the last reading and the date of withdrawal request.

To carry out said collection is carried out as follows:

The consumption that appears in the account of the current month paid is divided between 30 days and multiplied by the days elapsed from the date the reading was made until the day the withdrawal is made.

Example:

The current month account paid reflects a consumption of 300 Kwh.

The reading date was 03-30-00.

The client asks us to unsubscribe on date 4-4-00 (5 days).

We apply the formula: $(300 \times 5) / 30 = 50 \text{ kWh } \$ 4.50$

The payment is made using the model (H-490) Cashier's Receipt and the legend "Final Account" is stamped on it.

The consumer's signature must be obtained in the H-65 Connection and Disconnection Order form, as proof of the withdrawal request.

At the time of issuing the withdrawal, in all cases, the consumer is informed that any person who continues to reside in the place of service must sign a new contract.

It is the responsibility of the Commercial Specialist that there are no outstanding debts from clients requesting cancellation, as well as

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the final account being charged and the withdrawal from service on the scheduled date, giving the course after the copies of the H-65 model "Order of Connection and Disconnection ".