



Group Customer Services
Split Metering Customer
Checklist

Name of Agent:

Date of Visit:

Township Name:

Area/Ex/Zone:

Customer Engagement Checklist

Customer Details		Customer Account	
Surname:		Account Number:	
First Name(s):		Street Name:	
Language:		Stand/Erf No:	
ID Number:		Old Meter Serial No:	
Tel No:		Date of Final Reading:	
Cell No:		Meter Reading (kWh):	
E-mail:		New Meter Serial No:	
Method of contact:		Date of remote switch/ Customer Education	
Debt Amount:		Other:	
For office use only			
Verified by:		Captured by:	
User ID:		Role:	
Date:		Date:	
Signed:		Signed:	

1.	Smart Prepaid Split Metering process explained to customer			
2.	Smart Prepaid Split Metering benefits explained to customer			
3.	Eskom Bill discussed with customer			
4.	IBT explained to the customer			
5.	FBE process explained to the customer			
6.	Energy efficiency explained to the customer			
7.	Safety explained to the customer			
8.	Illegal connections and vandalism explained to customer			
9.	CIU/ Prepaid card demonstrated to customer			
10.	Places to buy electricity explained to the customer			
11.	Eskom contact centre details shared with the customer			

I/We the undersigned confirm that I/we have been consulted and informed of all the aspects of the Eskom Smart Split Metering process as per this completed checklist. I/We further confirm that I/We:

Agree to be switched to Prepaid		Sign:
Would like to remain on Conventional/Post Paid		Sign:

Education Performed by: _____ Signature: _____

Customer Signature: _____ Date: _____

Comments:.....

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