



## ZIMBABWE ELECTRICITY TRANSMISSION & DISTRIBUTION COMPANY

The list of the registered and approved Prepaid Meter Distribution Agents by the Zimbabwe Energy Regulatory Authority (ZERA) is obtainable from your nearest ZETDC office and the ZETDC website ([www.zetdc.co.zw](http://www.zetdc.co.zw)) and is as follows :

Agent Name	Address	Contact Number	Email
Altimate	35 Lobengula Rd, Southerton Harare	0775 249 057, 0772 692 443	<a href="mailto:assah@altimatecom.co.zw">assah@altimatecom.co.zw</a> , <a href="mailto:tawanda@altima">tawanda@altima</a>
Battery Centre (Pvt) Ltd	172 Samora Machel Ave, Harare	0772 212 615, 0719 166 877 (04) 705847, (04) 251383	<a href="mailto:tatenda@thebatterycentre.co.zw">tatenda@thebatterycentre.co.zw</a>
Merleon Trading (Pvt) Ltd	Shop 5, Bradfield Shopping Centre Bulawayo	0772 565 288, 0712 606 024	<a href="mailto:nickbak@rocketmail.com">nickbak@rocketmail.com</a>
Easttown Electrical and Industrial	14 Boundary Rd, Highlands, Harare	0775 158 818	<a href="mailto:easttowncomm@gmail.com">easttowncomm@gmail.com</a>
Engineering World	35 Beacon Street, Mt Breezes Borrowdale	0772 324 553, 08644 055 790	<a href="mailto:eworldtechnicians@gmail.com">eworldtechnicians@gmail.com</a>
Finmark Energy	89 Kelvin Rd South, Graniteside, Harare	(04) 780610-17, 0772 933 894	<a href="mailto:sales@finmark.co.zw">sales@finmark.co.zw</a>
Fueltec	76 Lytton Rd, Unit 2 Workington, Harare	0772 288 647, 08677 006 077	<a href="mailto:sales@fueltecz.com">sales@fueltecz.com</a>
GTEL	112 Nelson Mandela Ave, Harare	(04) 756370-3 0779 210 147	<a href="mailto:petunia@g-telecomms.co.zw">petunia@g-telecomms.co.zw</a>
Helcraw Electrical	1 Swiss Way, Southerton Harare	(04) 661455, (04) 661472 (04) 661604	<a href="mailto:farajere@gmail.com">farajere@gmail.com</a>
Heliflex Investments	272 Samora Machel Ave, Harare	(04) 746474, 746047	<a href="mailto:sales@heliflex.co.zw">sales@heliflex.co.zw</a>
Engineering and Industrial Suppliers	2 Hood Rd, Southerton Harare	(04) 621796-9	<a href="mailto:sales@mis.co.zw">sales@mis.co.zw</a>
Paramount Cables	30 Crawford Rd, Graniteside Harare	(04) 885058, 0773 546 233	<a href="mailto:mkhulisi@paramountcables.co.zw">mkhulisi@paramountcables.co.zw</a>
SFA (Pvt) Ltd	90 Lytton Rd, Workington, Harare	(04) 664355/82/85, 0776 188 308	<a href="mailto:lloyd@sfa-int.com">lloyd@sfa-int.com</a>
Sidal Engineering (Pvt) Ltd Zimbabwe	29 Lobengula Rd, Southerton Harare	(04) 660822-3	<a href="mailto:sidal@zol.co.zw">sidal@zol.co.zw</a>
Solarhart Zimbabwe	110 Swan Drive, Alexandra Park, Harare	(04) 744102, 0772 529 207	<a href="mailto:gmgugani@gmail.com">gmgugani@gmail.com</a>
Speedfire (Pvt) Ltd	10 Northampton Ave, Eastlea, Harare	0773 977 291	<a href="mailto:speedfirezimbabwe@gmail.com">speedfirezimbabwe@gmail.com</a>
ZB Capital	21 Natal Road Avondale Harare	(04) 293584, 08677 002 001	<a href="mailto:wmabeka@zb.co.zw">wmabeka@zb.co.zw</a>

For more information contact us on:

Email : [pr@zetdc.co.zw](mailto:pr@zetdc.co.zw) or [marketing@zetdc.co.zw](mailto:marketing@zetdc.co.zw)

Twitter : [@ZetdcOfficial](https://twitter.com/ZetdcOfficial)

Facebook : [@ZetdcOfficial](https://www.facebook.com/ZetdcOfficial)

Whatsapp ONLY : +263 784 707 470





## ZIMBABWE ELECTRICITY TRANSMISSION & DISTRIBUTION COMPANY

### FRAUDULENT SALE OF PREPAID METERS TO CUSTOMERS BEFORE 31<sup>ST</sup> DECEMBER 2017

The Zimbabwe Electricity Transmission and Distribution Company (ZETDC) wishes to advise its valued customers that it is installing prepaid meters in domestic premises and small institutions countrywide for free. The programme entails the replacement (retrofitting) of the post-paid system with prepaid meters as well as the installation of prepaid meters on new premises to empower customers to manage their own consumption of electricity.

ZETDC is currently conducting an audit to establish the fraudulent sale of prepaid meters to customers for the period up to 31<sup>st</sup> December 2017.

We would like to advise that prior to 31<sup>st</sup> December 2017, the ZETDC prepaid meters were issued and installed in domestic premises and small institutions countrywide for free and the sale of those prepaid meters by any member of staff or the public/contractors was therefore fraudulent.

ZETDC is appealing for the community's participation and cooperation by providing details of any person or persons who may have sold or supplied a prepaid electricity meter for a fee. Such information should be channelled in strict confidence to PwC whose contact details are furnished below.

#### ***Customer Supplied Prepaid Meter Scheme***

The Zimbabwe Energy Regulatory Authority (ZERA) has licensed 17 independent suppliers of prepaid meters under the **Customer Supplied Meter Scheme** to clear the backlog of installation of prepaid meters and speed up the completion of the prepayment project by December 2018. Please note that it is only these agents that are allowed (licensed) to sell prepaid meters on behalf of ZETDC and the price of the meters is determined by market forces. Customers would be reimbursed through electricity tokens by ZETDC.

The Customer Supplied Meter Scheme entails both retrofitting and new connections and the following is a list of the licensed independent suppliers where customers can buy prepaid meters:





## ZIMBABWE ELECTRICITY TRANSMISSION & DISTRIBUTION COMPANY

# **NOTICE ON THE CUSTOMER SUPPLIED PREPAID METER SCHEME**

### **PROCEDURE FOR THE PURCHASE AND INSTALLATION OF PREPAID METERS**

The Zimbabwe Electricity Transmission and Distribution Company (ZETDC) would like to advise its valued customers of the procedure to guide them when they purchase prepaid electricity meters under the Customer Supplied Prepaid Electricity Meter Scheme as follows:

#### **Customer to Prepaid Meter Supplier (Agent)**

1. Customer approaches approved supplier/agent to purchase a prepaid electricity meter,
2. If the point is a new connection, the supplier/agent requests the customer for a reference number. This a 14-digit number given on payment of connection fees.
3. If a customer wants a meter for changeover from post-paid to prepayment, the agent requests for the existing Account Number or reference number,
4. The agent captures the account number into the system and customer name and address are displayed on the agent's screen,
5. The agent confirms to the customer, the validity of the details given that relate to name, address, account number or reference number,

6. After payment for the purchase of a prepaid meter, the agent issues a receipt and allocates a meter to the customer premise in the system,
7. The customer receives confirmation through text message, email or print out with meter number, name and address as well as confirmation to the effect that connection will be done,
8. The ZETDC depot will then connect the customer,
9. Upon installation, the meter will be preloaded with \$5 worth of electricity units that shall be deducted at first purchase by the customer,
10. In the event of failure to authenticate customer details in the system by the agent/supplier, customers should approach the nearest ZETDC office for verification of client details.

## **PUBLIC RELATIONS**

**For more information contact us on:**

**Email** : [pr@zetdc.co.zw](mailto:pr@zetdc.co.zw)  
: [marketing@zetdc.co.zw](mailto:marketing@zetdc.co.zw)  
**Twitter** : @ZetdcOfficial  
**Facebook** : [www.facebook.com/ZetdcOfficial](http://www.facebook.com/ZetdcOfficial)  
**WhatsApp ONLY** : +263 784707470  
**Website** : [www.zetdc.co.zw](http://www.zetdc.co.zw)