

# Guide to Residential Applications for Low-Voltage Electricity Services and Capacity Expansion/Reduction

## 1. Required Documents

### Identification documents and property ownership documents

Category	Supporting Documents and Submission Requirements	Remarks
Identification documents	Original valid personal identification (any of the following): Resident ID card, temporary ID card, household registration booklet, military ID, mainland travel permit for Taiwan residents, Exit-Entry Permit for Travelling to and from Hong Kong and Macao, foreign passport, foreign permanent resident ID card, or other valid identification documents.  Submission requirements: Documents uploaded or presented in-person shall be either scanned copies of the original or photocopies affixed with signatures and seals. Submitted documents should be valid as of the date of submission.	When personal identification documents are submitted by a proxy, please submit a letter of authorization along with the proxy's valid identification document.
Property ownership documents	Property ownership documents for the property at the address applying for power electricity service (any of the following):  (1) Real Estate Title Certificate, Immovable Property Title Certificate, Property Ownership Certificate, State-Owned Land Use Right Certificate, Collective Land Ownership Certificate, Ownership Certificate for Property on Collective Land, or Housing Site Use Certificate; (2) Construction Land Planning Permit (including the Site Planning Boundaries with Coordinates, and Planning Design Summary); (3) Property Purchase Contract, Property Rental Certificate, or Property Transaction Receipt, as registered and filed with relevant authorities. (4) Valid legal documents (including court judgments, verdicts, rulings, and mediation outcomes) that clearly define relevant rights to the land. (Note: Such legal documents must be accompanied by relevant certificates of validity issued by the adjudication authority.) (5) Supporting documents verifying property ownership or permission to install electricity services deemed valid by government authorities at the town/sub-district level or above, or conference minutes from the "fast track" processing units of government authorities at the district level or above, or project approval documents issued by government authorities at the district level or above.  Submission requirements: Documents uploaded or presented in-person shall be either scanned copies of the original or photocopies affixed with signatures and seals. Submitted documents should be valid as of the date of submission.	(1) According to the requirements specified in the <i>Revised Implementation Plan for Improving the Business Environment in Guangzhou Through Further "Getting Electricity" Reforms</i> (Sui Gong Xin [2019] No. 2), electricity consumers need only provide land-use planning permits, government project approval documents (project verification documents) or power supply eligibility certificates issued by government authorities at the town/sub-district level or above. Power supply enterprises will complete supporting works during power supply construction works and complete relevant procedures to activate electricity service upon project completion acceptance.  (2) Consumers applying for capacity expansion or reduction project are not required to submit property ownership documents if no new construction, renovation, or change to existing structures are involved.

## 2. Procedures

### Application and Service Agreement



### Meter Installation and Service Activation

#### 2.1. Application and Service Agreement:

Please provide the documents required to apply for electricity service and sign the electronic *Non-Residential Consumer Low-Voltage Electricity Service Agreement*. You may decide the location of the electricity meter and meter panel, provided that all safety requirements are met.

#### 2.2. Meter Installation and Power Connection:

The power utility company will activate electricity service on the day that external power cabling works are completed. Alternatively, you may arrange with the company to activate electricity service on a different day.

## 3. Application Channels

- In-person application: Service centers of municipal/district-level power supply companies or municipal/district-level government administrative service centers
- Online application: the China Southern Power Grid (CSG) unified services platform (<https://95598.guangzhou.csg.cn>), the CSG WeChat official account (南方电网 95598), the CSG smartphone app, the CSG Alipay lifestyle account (南方电电网 95598), the official website of the Guangdong Provincial Government Affairs Data Administration, the "Yueshengshi" (粤省事) WeChat Mini-Program, or the "Yueshangtong" (粤商通) app.

## 4. Service Commitment

Type	Application and Service Agreement	Meter Installation and Service Activation
Residential	1 day	2 days

## 5. Pricing

**In accordance with relevant state regulations, the responsibilities of electricity consumers and suppliers with respect to operations, maintenance and safety are determined by property rights boundaries, as demarcated by the location of the low-voltage meter. No charges are levied for external power cabling work (including meters and meter panels).**

Notes:

- Consumers may separately appoint qualified contractors and/or equipment suppliers for power connection projects. For relevant information, please refer to announcements at the power company's service centers or announcements by relevant authorities.
- Time required for electricity installation may be extended accordingly for public holidays.