



国家电网
STATE GRID

客户办电指南（居民生活）

尊敬的电力客户：

欢迎您到我公司办理用电业务！我公司为您提供营业厅、“网上国网”手机APP、95598网站等业务办理渠道。为了方便您办理业务，请您仔细阅读以下内容。

业务办理流程



业务办理说明

申请签约

请您在办理用电申请时，提供以下申请材料：

用电人有效身份证明。自然人客户提供用电人有效身份证明，法人或其他组织提供营业执照及对应法定代表人有效身份证明。自然人或法定代表人可提供以下证件之一作为有效身份证明：居民身份证、户口本、军官证或士兵证，或其它有效身份证明文件等。

用电地址权属证明，可提供以下资料之一作为权属证明：房屋产权所有证（或购房合同）或土地使用证、租赁协议（含出租方房屋产权证明或土地使用证）等。

若您暂时无法提供用电地址权属证明，我们将提供“一证受理”服务。在您提供经办人和用电人有效身份证明并签署《承诺书》后，我们将先行启动后续工作，其余材料后续补充完整即可。

若您受用电人委托办理业务，还请提供用电人的授权办理书和您的有效身份证明。

线下报装客户在申请报装时同步签订《居民供用电合同》。线上报装客户通过“网上国网”APP进行线上《居民供用电合同》签订。

施工接电

受理申请后，具备直接装表条件的客户我公司将在1天内完成装表接电；涉及工程的客户我公司将于10天内完成工程施工，并于完工当日装表接电。

按照国家有关规定，请您自行购置、安装合格的漏电保护装置，以确保用电安全。

特别提醒

居民生活客户办理用电业务，我公司不收取任何费用。

在业务办理过程中，您可随时登录“网上国网”手机APP查询办理进度。

我公司严禁干部职工存在以下行为：▲收受客户礼品、礼金、有价证券等；▲接受客户组织的宴请、旅游和娱乐活动；▲利用岗位与工作之便谋取不正当利益；▲乱收费或收取费用不开具发票；▲私自承揽工程；▲其他不规范行为。

如您发现我公司人员出现前述违规违纪问题，请注意保留相关证据并及时举报，我们将严肃处理并将处理结果向举报者反馈。

举报电话：023-63682450/63682460

请您对我们的服务进行监督，如有建议或意见请及时拨打95598服务热线，我们将竭诚为您服务！



网上国网二维码



国家电网
STATE GRID

Customer Electricity Application Guide (Low Voltage Resident)

Dear power customers:

welcome to our company to apply for power installation services! Our company provides service hall, "SGCC Online" mobile APP, 95598 website and other business channels. In order to facilitate your application, please read the following contents.

Business Process



Business Handling Instructions

Application and Contract Signing

- When you apply for electricity, please provide the following application materials
Valid identity certificates of power users. natural person customers provide the valid identity certificate of the electricity user, and legal persons or other organizations provide business licenses and the corresponding legal representative's valid identity certificate. Natural person or legal representative can provide one of the following documents as valid identification: resident ID, Residence Booklet, Military Card or Certificate of Military Officer, or other valid identity documents, etc.
Proof of ownership of the power use address. The proof could be any one of the following materials as the valid ownership certificate: the house property ownership certificate (or purchase contract) or land use certificate, lease agreement (including the lessor's house property ownership certificate or land use certificate), etc.
- If you fail to provide the Proof of Ownership of Electricity Use Address for the time being, we will provide "one certificate acceptance" service. After you provide the valid identification certificates of the entrusted agent and the power user as well as signing the Letter of Commitment, we will start the follow-up work first, and the rest of the materials will be supplemented and completed afterwards.
- If you are the entrusted agent of the electricity user, please also provide authorization letter from customers and your valid identity certificate.
- For customers who apply for power connection in hall, Residential Power Supply Contract will be signed in the hall. For customers who apply for power connection online, the Supply Contract will be signed by E-signature via "SGCC Online" mobile app.

Implementation of external connection work and meter installation

- After accepting the application, for customers with direct meter installation conditions, our company will complete meter installation and provide power connection within 1 days.
- According to the national relevant regulations, please purchase and install qualified leakage protection devices to ensure the safety of electricity usage.

Special reminders

- For residential customers' applications, our company does not charge fees.
- You can check your application status any time on "SGCC Online" app.
- Our company has strict regulations on employees' service behaviors, and employees are not allowed to have the following behaviors:
 - ▲ Accepting customer gifts, cashes, securities, etc.
 - ▲ Accepting banquets, tourism and entertainment organized by customers;
 - ▲ Taking advantage of jobs' convenience to seek illegitimate interests;
 - ▲ Irregular charging or charging without issued invoice;
 - ▲ Contracting with Customers in Private
 - ▲ Other irregular behaviors.
- If any above-mentioned behavior was found, please retain evidence and report timely. We will deal with it seriously and feedback to you.

Contact :023-63682450/63682460

You are welcome to supervise our services Please call 95598 for any suggestion or advice. We are always at your service.



QR Code of "SGCC Online" Mobile App