



客户办电指南（低压非居民）

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。

一、业务办理流程



一、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（经营者）的有效身份证明。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时同步签订《低压供用电合同》。线上报装客户通过“网上国网”APP线上签订《低压供用电合同》。

施工接电

受理申请后，架空接入的客户（无立杆工程）4天内完成装表接电，架空接入的客户（有立杆工程）10天内完成，地下电缆接入的客户15天内完成。

低压非居民用电按产权分界点（电能表）划分外部工程实施范围。产权分界点及电网侧工程建设由我公司负责实施，分界点负荷侧工程由您负责实施。

特别提醒

低压非居民客户办理用电业务，我公司不收取任何费用。

您可随时登录“网上国网”手机APP查询办理进度。

我公司严禁干部员工存在以下行为：▲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



Customer Electricity Application Guide (Low Voltage Non-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

- Please provide the following application materials when applying for electricity:
valid identity certificate of the user. Natural person customers provide ID while legal representatives (operators) or organizations need to provide valid ID and business license. The proof could be any one of the following materials as the valid identity certificate for natural person customers or legal representatives :ID,Residence Booklet, Military Card or Certificate of Military Officer, or other valid identity documents, etc.
The Proof of Ownership of Electricity Use Address could be any one of the following materials: the Property Ownership Certificate (or House Purchasing Contract) or the Land Use Certificate, the Leasing Agreement (the Property Ownership Certificate of the landlord or the Land Use Certificate must be provided at the same time),etc.
- If you are the entrusted agent of the electricity user, please also provide your authorization letter from the electricity user and your valid identity certificate.
- For customers who apply for power business in service hall, Low-voltage Power Supply Contract will be signed in the service hall. For customers who apply for power business online, Low-voltage Power Supply Contract will be signed by E-signature via "SGCC Online" app.

Implementation of external connection work and meter installation

- After accepting the application, for customers accessing by overhead line without pole construction, the power will be received within 4 calendar days. For customers accessing by overhead line with pole construction, the power will be received within 10 calendar days. For customers accessing by underground cable, the power will be received within 15 calendar days.
- Low-voltage non-residential customers, the implementation scope of external connection projects shall be divided according to the property right demarcation point (electric energy meter).Our company will be responsible for the construction of boundary point and grid sided projects, and you will only be responsible for the implementation of boundary point load sided projects.

Special reminders

- Our company does not charge any fees for Low-Voltage Non-Residential power user.
- 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.

