

# WATER AND ELECTRICITY EXISTING CONNECTION



## You are going to move

and you want the existing connection for water and electricity to be in your name.

In the event of a removal, it is of course important for you to have water and electricity at your disposal. If your new home already has a water connection and an electric installation, you can submit an application at Aqualectra for an existing connection for water and electricity. If your home or your lot does not have a water connection or an electric installation, you will have to submit an application for a new connection. In this information regarding the application for a new connection, you can read what procedure you have to follow in that case.

## Submitting the correct papers

In order to start up the application procedure, you will have to submit the following papers at one of the information desks of Aqualectra:

- A completely filled out and signed application form for the supply of water and electricity (this form is available at all the service offices).
- A copy of a valid ID (ID card, passport or driver's license).  
But in certain cases, there are extra requirements.

*If it is a connection for a company or a foundation:* you will also have to submit a proof of registration at the Chamber of Commerce.

*If it is a rented building:* the owner of the building will also have to sign the application form.

*If the previous lessee still has a debt with Aqualectra:* you will also have to submit a copy of the lease signed by you.

*If the water and electric connections are still in the name of the previous occupant:* this connection will have to be disconnected first. We recommend that you come to Aqualectra together with the previous occupant, so that he/she can submit the termination form together with your application form. This will save a lot of time.

*If you are not a resident of Curaçao:* you will also have to submit a proof showing that you can meet your monthly obligations with regard to our company (for example, an authorization to the bank for automatic transfer).

*If you are a minor (so, under the age of 18):* you cannot get a water and electricity connection in your name, unless you are married. In the latter case, you will also have to bring along a copy of your marriage booklet.

Do not forget to mention your address, telephone number and email, where you can be reached clearly on the application form, so that we can get in touch with you in case of any questions or problems.

## Inspection of your installation

If it appears that your electric installation has been disconnected longer than six months, we will have to inspect it first for safety. Our Technical Department will then contact you by telephone to arrange an appointment to inspect the installation. After the inspection, our technical employee will inform you whether the installation has been approved or not. Should your installation not be in order, the employee will give you an inspection report, in which it is indicated what your electrician will have to do to remedy the matter. If the installation turns out to be in order, you can come to pay your deposit.

## Paying your deposit

In order to transfer the electric connection to your name, you will have to pay a deposit. The amount of the deposit depends on the requested electric capacity. An indication:

- the deposit for a connection that is used only for lighting purposes, (under 1.5 KVA) is usually ANG. 75.00;
- the deposit for an extensive installation (3 phases) is minimally ANG.

175.00 (between 1.5 and 4 KVA), but may increase, depending on the requested capacity.

N.B. The amounts mentioned are subject to changes.

If it is not necessary to have an inspection, you can pay the deposit immediately after submitting the application form. Our desk clerk will give you an invoice with the amount to be paid. You can pay your deposit at one of our cash points. With your receipt, you will have to go back to the same information desk, where you will receive a copy of your application form.

If the payment cannot take place immediately after submitting the application form, for example because an inspection was necessary, our Technical & Commercial Department will contact you by telephone or in writing to notify you of the amount of the deposit to be paid. You can then come and pay your deposit at one of our cash points.

We can also realize the connection immediately. The amount to be paid for your deposit will then appear on your next invoice.

## Connection

If the existing connection was not disconnected and you submit your application for connection simultaneously with your application for termination by the previous occupant, the connection will be immediately transferred in your name. You can then immediately



consume water and electricity, and the next invoice with that address will be in your name.

The image shows a detailed application form from Aquaelectra Distribution. The form is in Dutch and includes sections for:
 

- 1. Naam/Voornamen:** Fields for name, address, telephone, and email.
- 2. Naam van de afnemer:** Fields for the name of the consumer, including company name and address.
- 3. Naam van de afnemer:** Fields for the name of the consumer, including company name and address.
- 4. Naam van de afnemer:** Fields for the name of the consumer, including company name and address.
- 5. Naam van de afnemer:** Fields for the name of the consumer, including company name and address.
- 6. Naam van de afnemer:** Fields for the name of the consumer, including company name and address.
- 7. Naam van de afnemer:** Fields for the name of the consumer, including company name and address.

Application form for water and electricity

If the existing connection was disconnected, you will, in principle, be connected to the distribution grid within 5 workdays by placing fuses and a water meter. Within 1 to 2 months you will receive your first invoice at home.

**Information**

If you have any questions regarding your application for water and electricity, you can contact our Contact Point Department during office hours at telephone number 4632292 or 4632275.

**Upgrading the capacity of your installation**

If you wish to have the capacity of your installation upgraded, for example if you add on a new section to your house, or if you wish to have several 220 Volt connections, an approved electrician will have to upgrade the capacity of your installation (at the information desk of Aquaelectra you can obtain a list of all the approved electricians in Curaçao). Subsequently, you will have to follow the same procedure as when applying for a new electric connection. In our folder concerning the application for a new electric connection, you can read what procedure you have to follow for that purpose. We will send you a letter in which the costs are mentioned that you have to pay (supplementation of the deposit amount and the costs that are involved in the capacity upgrade).

**Relocating your installation**

If you want to move your installation, for example to a niche near the lot boundary, you will have to submit the following papers at one of our information desks:

- a completely filled out and signed 'Application for Relocating Installation' form (available at all our service offices).
- an installation sketch (that is a plan of the lot on which it is indicated where the installation is at present and where you want to have the installation placed).

We have to inspect the installation first. Should it turn out that the relocation cannot take place just like that, the installation will have to be inspected first by DOW in the presence of an Aqualectra employee. You will then receive from us a letter requesting you to take care of an inspection card.

The costs of the relocation depend on the work to be done. You will receive a letter from us in which the amount to be paid is mentioned in order to have the relocation take place. Normally speaking, if there are no particulars, the costs of relocation of an electric installation have been set at ANG. 250.00 and of a water meter at ANG. 150.00. If we have to do extra work (for example excavation work), you will also be charged for the costs involved.





## Service offices

- **Aqualectra Otrabanda**  
Pater Euwensweg 1  
Opening hours information desks  
and cash points:  
Monday through Friday  
**8.00 - 15.00 hours**
- **Aqualectra Sta. Rosa**  
St. Rosa 94 (Paseata Building)  
Opening hours information desks  
and cash points:  
Monday through Friday  
**8.00 - 15.00 hours**
- **Aqualectra Sta. Maria**  
Jan Noorduynweg (Shopping Center)  
Opening hours information desks  
and cash points:  
Monday through Friday  
**8.00 - 15.00 hours**

## Important numbers

- **For all information (24/7), Contact Center:**  
tel. **0800-0135**
- **Central for all departments:**  
tel. 463-2000
- **Communication Department:**  
tel. 462-5968