


NEW WATER AND ELECTRICITY CONNECTIONS





You are going to build a house (or have a house built), or you are going to move... and you want to have new water and electricity connections. One of the things that you have to arrange when building your house is the connections for water and electricity. Often, when building a house, first a water connection and later on an electric connection is applied for.

In this information, we will therefore deal with the application for water and the application for electricity separately.

Filling out an application form for water

In order to apply for a new water connection, you will first of all have to fill out an application form for the supply of water and then sign it. This form can be obtained at all the service offices of Aqualetra. Don't forget to mention the address, telephone number and email where you can be reached, so that we can contact you in case of any questions or problems.

Submitting the correct papers

At the information desk of Aqualetra you will subsequently have to submit the following papers:

- a completely filled out and signed application form for the supply of water.
- a copy of a valid ID (ID card, passport or driver's license).

- a clear sketch of the location of the site, so that we can find it easily (mention the names of at least 2 roads and the number of the nearest lot), indicating where exactly you want to have the water meter placed.

But, there are extra requirements in certain cases.

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

If it is an industrial connection: You will also have to hand in a proof of registration at the Chamber of Commerce. *If you are not a resident of the Curaçao:* You will also have to submit a proof, showing that you can meet your monthly obligations with regard to us (for example, an authorization of the bank for automatic transfer).

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

After handing in these papers, you will receive from us a copy of your application form.

A sign at your lot

In order to prevent unnecessary delays, it is recommended that you indicate clearly your house number and lot number on your lot, and also on a sign where you want to have your water connection. You can place on the sign the words: 'AWA AKI' (water here).

Connection costs

If the connection which you applied for is within 10 meters of the existing water network, the connection will be made without charging you.

Should it, however, turn out that the network has to be extended to make your connection possible, you will be partially charged for the costs in question. We will inform you in writing whether you have to pay connection costs and how much they are.

Connection

After receiving the letter in question, you can come to pay the connection costs referred to. You will hand in the letter at one of our information desks and you will receive an invoice for the total amount of the connection costs. With your receipt you will go back to the same information desk, which will subsequently give orders internally to realize the connection at your lot.

Aqualectra aims at connecting the lot to the water distribution network within 15 workdays after paying the connection costs. In the event that you don't need to pay any connection costs, Aqualectra will aim at connecting the lot within 15 workdays after submitting the connection form.

New electricity connection

Make use of an approved electrician

Before you can submit an application at Aqualectra for a new electric connection, you must see to it that your electrical installation is placed by an approved electrician. At our service offices, a list with all the approved electricians in Curaçao is available. Your electrician knows that after placing the installation, it will have to be inspected. To that end, he will have to submit an inspection card, together with an installation sketch, at Aqualectra.

The image shows a form titled "KEURINGSKAART ELETRISCHE INSTALLATIE" (Inspection Card Electrical Installation). It is a document used for the inspection and approval of electrical installations. The form includes sections for:

- Applicant Information:** Name, address, phone number, and email.
- Installation Details:** Type of installation (e.g., new, extension), location, and specific technical details like voltage and power.
- Checklist:** A series of checkboxes and input fields for various safety and technical requirements, such as:
 - Is the installation done by an approved electrician?
 - Are all components properly labeled and color-coded?
 - Are there adequate safety measures in place?
 - Are there any special requirements for the installation?
- Approval Section:** Fields for the inspector's name, date, and signature.

Keuringskaart



ADMINISTRAÇÃO DE AQUALETRA
 INSTITUTO DE GESTÃO DE ÁGUA E ELETRICIDADE
 AQUALETRA

PETIÇÃO DA ENTREGA DE ENERGIA ELÉTRICA/AQUA
ANEXO: LIGAMENTO ELÉTRICO/ÁGUA

Seu nome completo (em letra maiúscula) _____

1. **Seu endereço**

Endereço (Rua/Camino/Alameda) _____

Endereço (Número) _____

Endereço (Bairro) _____

Endereço (Cidade) _____

Endereço (Estado) _____

Endereço (CEP) _____

2. **Seu telefone**

Telefone (fixo) _____

Telefone (celular) _____

3. **Seu e-mail**

E-mail _____

4. **Seu tipo de serviço**

Residência _____

Comércio _____

Indústria _____

5. **Seu tipo de ligação**

Novo _____

6. **Seu tipo de ligação**

Novo _____

7. **Seu tipo de ligação**

Novo _____

Application form for water and electricity

Inspection of your installation

The electric installation is inspected by an inspector of D.O.W., in the presence of an Aqualetra employee. Our Technical Department will investigate the connection point and the feed possibility of the desired connection. The electrician will remain responsible for the electric installation until one year after the inspection.

Submitting your application

After your installation has been inspected by D.O.W., we will inform you in writing that you can submit your application for connection. In the letter are also mentioned the amount of the deposit and the connection costs that you have to pay.

For the application, you will have to submit the following at one of the information desks of Aqualetra:

- a completely filled out and signed application form for the supply of electricity (this form is available at all our service offices).
- a copy of a valid ID (ID card, passport, driver's license).
- the proof that the electric installation has been inspected by D.O.W.: the inspection card strip.
- the letter sent to you by us mentioning the deposit and the connection costs to be paid.

When applying for a new electric connection, the same extra requirements apply as when applying for a new water connection (see earlier).

Paying the deposit and the connection costs

The information desk clerk will give you an invoice with the total amount that you have to pay as a deposit and for connection costs. The payment must take place at one of the cash points. With your receipt, you will go back to the same information desk, where you will receive a copy of your application form from the clerk.

Aqualectra aims at connecting the lot to the electricity distribution grid within 15 workdays after paying the deposit and the connection costs.

For more information

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

The location of the connection

In principle, you yourself can determine where your water and electric connections have to be placed, though you must always consult our Technical Department on this matter. You should take into account that the further away the connection is from the distribution grid, the higher the connection costs will be. An important condition is that all water and electric connections must be executed in and around a niche (a concrete structure) at the lot boundary. At Aqualectra you can obtain a sketch of a niche with the exact measurements with which a niche has to comply.

Your accessibility

Don't forget to mention clearly on the application form where you can be reached (your address, telephone number, and your cellular phone number and email address). This will prevent unnecessary delays.

Costs

The amount of the deposit for an electric connection is determined by 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 can increase, depending on the requested capacity.

The amount of the connection costs of an electric connection is determined by the work that we have to do in order to realize the connection. In the case of a normal house connection, where no excavation work is done, the connection costs are ANG. 450.00.

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

General Terms and Conditions

You can ask for the General Terms and Conditions for the supply of drinking water and electric energy at any time at the Communication Department of Aqualectra, tel. 462-5968.

For information, you can also have a look at Aqualectra's website: www.aqualectra.com.





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