

Welcome (/index.php/en/welcome) Works & Cuts (<http://eneocameroon.cm/index.php/en/support-complaints/incident/scheduled-network-maintenance-program>) Contact (/index.php/en/contact-en)

Search...

FRANÇAIS (/index.php/fr/clients-particuliers-vos-preoccupations/clients-particuliers-vos-preoccupations-je-me-branche)

(/index.php/en)

YOU ARE...

Residentials Corporates Industrials

ABOUT ENEO

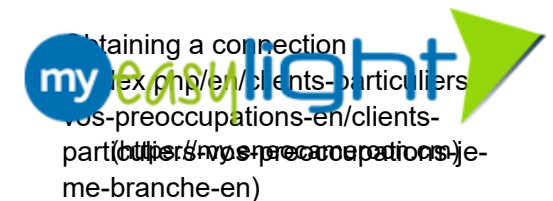
The Company Our activities News & Medias



(/)

Obtaining a Connection

Your concerns



GET INTO YOUR ONLINE AGENCY

I sign on (/index.php/en/myeasylight-my-online-agency)
Obtaining a subscription (/index.php/en/clients-particuliers-vos-preoccupations-en/clients-particuliers-vos-preoccupations-je-me-branche-en)
I create my account (/index.php/en/espace-client-acc)

Forecast plan : Click here to see the schedule of planned work or projects (<http://eneocameroon.cm/index.php/en/support-complaints/incident/scheduled-network-maintenance-program>)

EneoAlerts



Make your **connection request online**
in few minutes and without moving

Follow in real time the evolution of your request processing

(<https://my.eneocameroon.cm/branchements>)

Obtaining a hitch-free connection.

Go to your sales point or agency with your complete file or complete the form online
(<https://my.eneocameroon.cm/branchements>)

Documents to be provided:

Connection / Subscription

- o Site plan
- o Customer's ID
- o Request for connection/subscription (Form to be completed at sales point/agency or online
(<https://my.eneocameroon.cm/branchements>))

Subscription on existing connection

- o Hand drawn site plan
- o Customer's ID
- o Lease contract registered at the tax office in case of outstanding bills vis-à-vis the installation
- o Request for connection/subscription (Form to be completed at sales point/agency or online
(<https://my.eneocameroon.cm/branchements>))

Service regulations

- Period of time to establish a connection estimate is 05 days and the validity of the connection estimate is 90 days as from the date of issue
- Execution timeframe for Low Voltage connection is:

- o 05 working days for urban areas
- o 15 working days for rural areas



particuliers-vos-preoccupations-je-m-abonne-en)

Changing my contract

(/index.php/en/clients-particuliers-vos-preoccupations-en/clients-particuliers-vos-preoccupations-je-modifie-mon-contrat-en)

Cancelling my subscription

(/index.php/en/clients-particuliers-vos-preoccupations-en/clients-particuliers-vos-preoccupations-je-resilie-mon-abonnement-en)

Moving house (/index.php/en/clients-

particuliers-vos-preoccupations-en/clients-particuliers-vos-preoccupations-je-demenage-en)

Reporting an incident

(/index.php/en/clients-particuliers-vos-preoccupations-en/clients-particuliers-vos-preoccupations-je-declare-un-sinistre-en)

Exercising my resale right

(participation) (/index.php/en/clients-particuliers-vos-preoccupations-en/clients-particuliers-vos-preoccupations-jexerce-mon-droit-de-participation-en)

Street lighting (/index.php/en/clients-

particuliers-vos-preoccupations-en/clients-particuliers-vos-preoccupations-eclairage-public-en)

Fraud (/index.php/en/clients-

particuliers-vos-preoccupations-en/clients-particuliers-vos-preoccupations-je-raude-en)

Forecast plan : Click here to see the schedule of planned work or projects (<http://my.eneocameroon.cm/index.php/en/suppo>)

EneoAlerts

• Timeframe for the installation of meters on existing connections following payment of consumption deposits is:

- o 03 working days for urban areas
- o 05 working days for rural areas

Concerning underground connections, timeframes are negotiated on a case by case basis.

NB: The validity of the connection estimate is 90 days as from the date of issue

Price schedule or list for a Low Voltage connection (Excluding Tax) :

CONNECTION TYPE	COST (FCFA)
Low Cost Supplementary Meter Board (Single Phase)	20.350
First Class (A and B) Supplementary Meter Board (Single Phase)	27.279
Low Cost Installation (Single Phase)	29.559
Second Class (A and B) Supplementary Meter Board (Three phase)	42.309
First class (A and B) Installation (Single Phase)	47.934
Second Class (A and B) Installation (Three phase)	88.973

NB: The total cost of connection may vary depending on the distance between the network and the supply point (additional cable and pole)

Disconnection and reconnection
(/index.php/en/clients-particuliers-vos-preoccupations-en/clients-particuliers-vos-preoccupations-coupure-et-remise-en)

SCHEDULE

NEWS



A step furthermore in the dynamics of strengthening of the energy offer in Cameroon
(/index.php/en/component/content/article?id=1417&Itemid=746)

The english version of this text will be soon available. L'Etat du Cameroun; EDF; IFC Banque mondiale



Communication of the Managing Director of Eneo Cameroon S.A at the IPAD conference
(/index.php/en/component/content/article?id=1475&Itemid=746)

EneoAlerts

cost connection : Forecast plan : Click here to see the schedule of planned work or projects (<http://eneocameroon.cm/index.php/en/suppo>)

.The english version of this text will be soon available.Joël Nana Kontchou face à une centaine de

	Former cost	New cost
Subscription 5 A	9.000 FCFA HT	5.300 FCFA HT
Subscription 10 A	19.565 FCFA HT	9.290 FCFA HT

NB: Connection and subscription requests are already operational via the online agency: MyEasyLight

Cost of connection (Single Phase) :

Type of subscription	Installed load	Amperage (A)	Amount of Consumption Deposits (FCFA)
SINGLE PHASE (2 Fils)	0.66	3	5 300
	1.1	5	5 300
	2.2	10	9 290
	3.3	15	29 840
	4.4	20	40 110
	5.5	25	50 385
Forecast plan : Click here to see the schedule of planned work or projects (http://eneocameroon.cm/index.php/en/suppo			

Documentation

The Eneo guide for an excellent Eneo-customer relation (</index.php/en/eneo-client-guide/eneo-annual-report-2014-the-guide-for-en-excellent-relation-eneo-cleint/>)

Eneo Annual Report 2017
(<https://eneocameroon.cm/images/pdf/RapportAnnuel>)

Eneo Annual Report 2014
(</index.php/en/eneo-annual-report-2014/eneo-client-guide-contents/>)

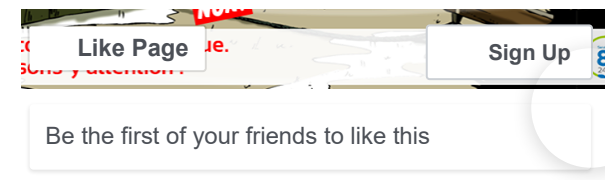
Eneo TV



(</index.php/en/inner-eneo-tv/>)

EneoAlerts

6.6	30	60 655
7.7	35	70 930
8.8	40	81 200
9.9	45	91 475
11	50	102 680
12.1	55	112 020
13.2	60	122 295



Cost of connection (Tree Phase) :

Type of subscription	Installed load	Amperage (A)	Amount of Consumption Deposits (FCFA)
TREE PHASE (4 Fils)	3.3	5	29 840
	6.6	10	60 655
	9.9	15	91 475
	13.2	20	122 295

Forecast plan : Click here to see the schedule of planned work or projects (<http://eneocameroon.cm/index.php/en/suppo>)

16.5	25	153 110
19.8	30	183 930
26.4	40	245 565
33	50	307 205
39.6	60	368 840
46.2	70	430 475
49.5	75	461 295
52.8	80	492 115
59.4	90	553 750
66	100	615 385
82.5	125	769 480

Indicative cost (Excluding tax) for distribution facilities :

FACILITIES	COST (Excluding Tax)
Medium Voltage line	7 500 000 FCFA/KM



Medium Voltage line

Forecast plan : Click here to see the schedule of planned work or projects (<http://eneocameroon.cm/index.php/en/suppo>)

Wood three phase Medium Voltage line	15.000.000 FCFA/KM
Metal overhead three phase Medium Voltage line	20.000.000 FCFA/KM
Underground three phase Medium Voltage line	40.000.000 FCFA/KM
Distribution substation type H 61	5.000.000 FCFA
Distribution substation Single Phase	3.000.000 FCFA
Cabin distribution substation (supply)	30.000.000 FCFA
Medium Voltage delivery station	55.000.000 FCFA
Pole Mounted Recloser (Disjoncteur HTA)	15.000.000 FCFA

NB : A detailed estimate is established after our experts have gone to the field.

NB : A connection estimate is valid for 90 days as from its date of issue.

(/index.php/en/supply-contracts/application-follow-up/supply-request-status)

APPLICATION TRACKING

Evolution and e-Quotation

(/index.php/en/billing-paiments/my-billing1/last-12-months-bills)

Forecast plan : Click here to see the schedule of planned work or projects (<http://eneocameroon.cm/index.php/en/suppo>)

ELECTRONIC INVOICE



Last 12 months Emails & Alerts

(/index.php/en/support-complaints/do-a-new-claim/new-claims)

COMPLAINTS ONLINE

Live tracking and revival

(/index.php/en/support-complaints/incident/scheduled-network-maintenance-program)

INCIDENTS & WORK SCHEDULE

Calendar by city and quarter



STAY CONNECTED

Find Eneo on social networks

MOBILES APPLICATIONS

Smartphones & Tablets

(<http://m.eneocameroon.cm/>)

(<http://m.eneocameroon.cm/>)

(<http://m.eneocameroon.cm/>)

(<http://m.eneocameroon.cm/>)

ABOUT ENEO

Historic (/index.php/en/l-entreprise-notre-notre-historique-en/l-entreprise-notre-notre-historique-historique-de-l-electricite-au-cameroun-en)

Vision (/index.php/en/l-entreprise-a-propos-d-eneo-l-entreprise-en/l-entreprise-a-propos-d-eneo-notre-vision-en)

Corporate Governance (/index.php/en/l-entreprise-ethique-et-conformite-en/l-entreprise-notre-bonne-gouvernance-en/l-entreprise-notre-bonne-gouvernance-notre-code-d-ethique-en)

Nos engagements (/index.php/en/justification-de-la-rse-a-eneo-en)

Careers (/index.php/en/l-entreprise-espace-carriere-en/l-entreprise-espace-carriere-travailler-pour-eneo-cameroon-c-est-en)

EneoAlerts

hp/en/actualite-communiques-en/communiques-communiques-de-presse-en)

Forecast plan : Click here to see the schedule of planned work or projects (<http://eneocameroon.cm/index.php/en/suppo>

BECOME CUSTOMER

Customer Guide (</index.php/en/eneo-client-guide/eneo-annual-report-2014-contents>)

Procedure Subscription (<http://www.eneocameroon.cm/index.php/en/supply-contracts/become-a-client/power-subscription>)

Connection Procedure (<http://www.eneocameroon.cm/index.php/en/supply-contracts/become-a-client/new-power-supply>)

Information request (</index.php/en/contact-en>)

Making appointments (</index.php/en/contact-en>)

INVOICES & PAYMENTS

Electricity Rates (</index.php/en/clients-particuliers-vos-factures-et-paiement-en/clients-particuliers-vos-factures-et-paiement-tarifs-deelectricite-en>)

Understanding my bill (</index.php/en/clients-particuliers-vos-factures-et-paiement-en/understanding-my-low-voltage-lv-bill>)

Express Union (</index.php/en/pay-your-bills-via-our-partners/clients-particuliers-vos-factures-paiement-via-express-union-en>)

Express Exchange (</index.php/en/pay-your-bills-via-our-partners/clients-particuliers-vos-factures-et-paiement-via-express-exchange-en>)

MTN Mobile Money (</index.php/en/pay-your-bills-via-our-partners/clients-particuliers-vos-factures-et-paiement-via-mtn-money-en>)

Orange Mobile Money (</index.php/en/pay-your-bills-via-our-partners/clients-particuliers-vos-factures-et-paiement-via-orange-money-en>)

Smobilpay (</index.php/en/pay-your-bills-via-our-partners/clients-particuliers-vos-factures-et-paiement-via-smobilplay-en>)

ONLINE SERVICES

New power supply (<http://www.eneocameroon.cm/index.php/en/supply-contracts/become-a-client/new-power-supply>)

Electronic Bill (<http://www.eneocameroon.cm/index.php/en/billing-paiements/my-billing1/last-12-months-bills>)

Payment historic (<http://www.eneocameroon.cm/index.php/en/billing-paiements/my-billing1/paiement-history>)

Polling trust (<http://www.eneocameroon.cm/index.php/en/billing-paiements/my-trust-reading/eneo-reading-history>)


Moratorium request (<http://www.eneocameroon.cm/index.php/en/support-complaints/do-a-new-claim/new-claims>)


Invoice Forecast (<http://www.eneocameroon.cm/index.php/en/billing-paiements/my-consumption/how-much-do-you-already-consumed-this-month>)



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[Data protection \(/index.php/en/protection-des-donnees-en\)](/index.php/en/protection-des-donnees-en) | [Credits \(/index.php/en/credits-en\)](/index.php/en/credits-en)

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Secure online payment



<http://www.eneocameroon.cm/index.php/en/paiement-en-ligne-securise-en>



<http://www.eneocameroon.cm/index.php/en/paiement-en-ligne-securise-en>



<http://www.eneocameroon.cm/index.php/en/paiement-en-ligne-securise-en>