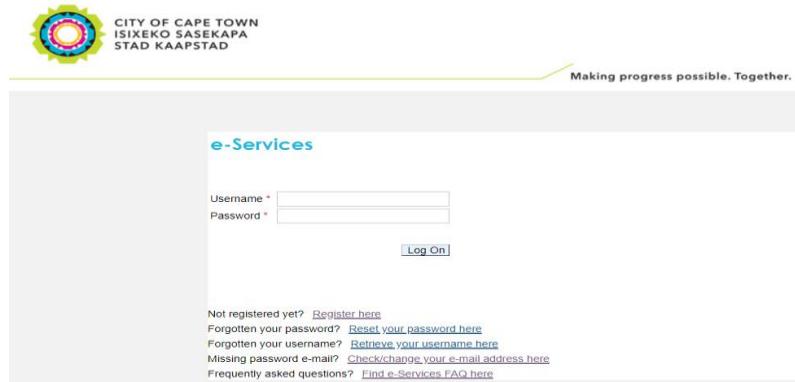


How to Guide

Step 1: Register an account / Login

The following link will redirect you to the City of Cape Town e-services web page:
<https://eservices.capetown.gov.za/irj/portal>

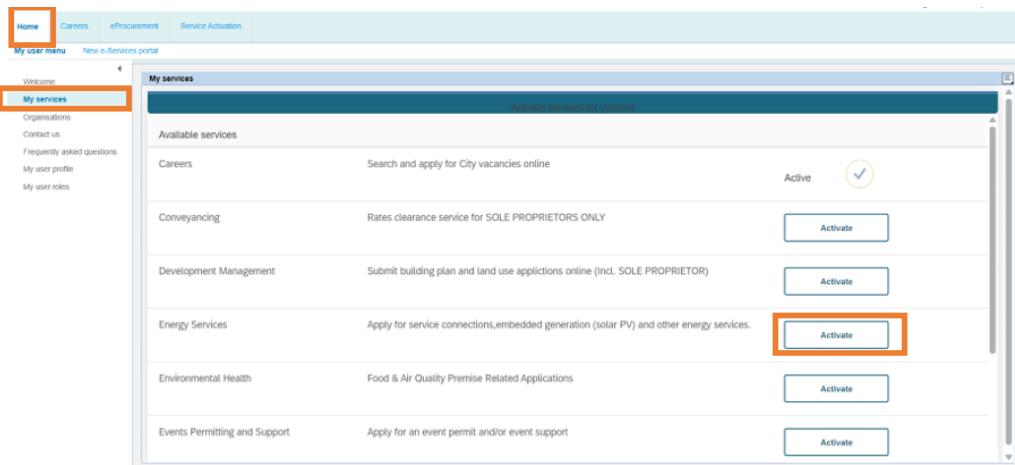
The following figure will appear where you (the client) will be able to login to your account or register a new account if you have not done so already.



*If you are a new user when you click on register here hyperlink and follow the prompts.

Step 2: Activate Energy service

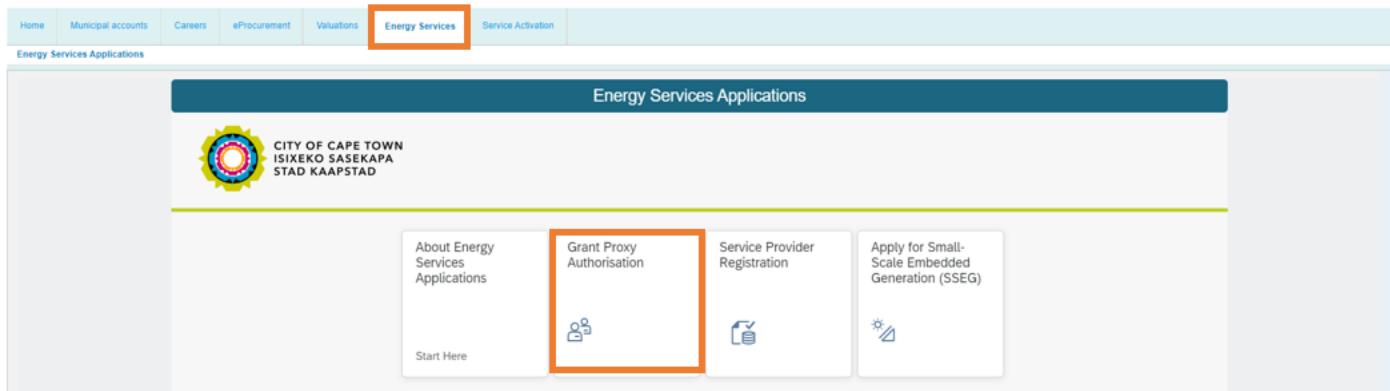
On the home tab, select “**My Services**”, a window should appear listing various items that can be activated if so wished. Scroll to the “**Energy Services**” tab and select “**Activate**”. Once selected, fill in the remaining information as required for the activation of energy services.



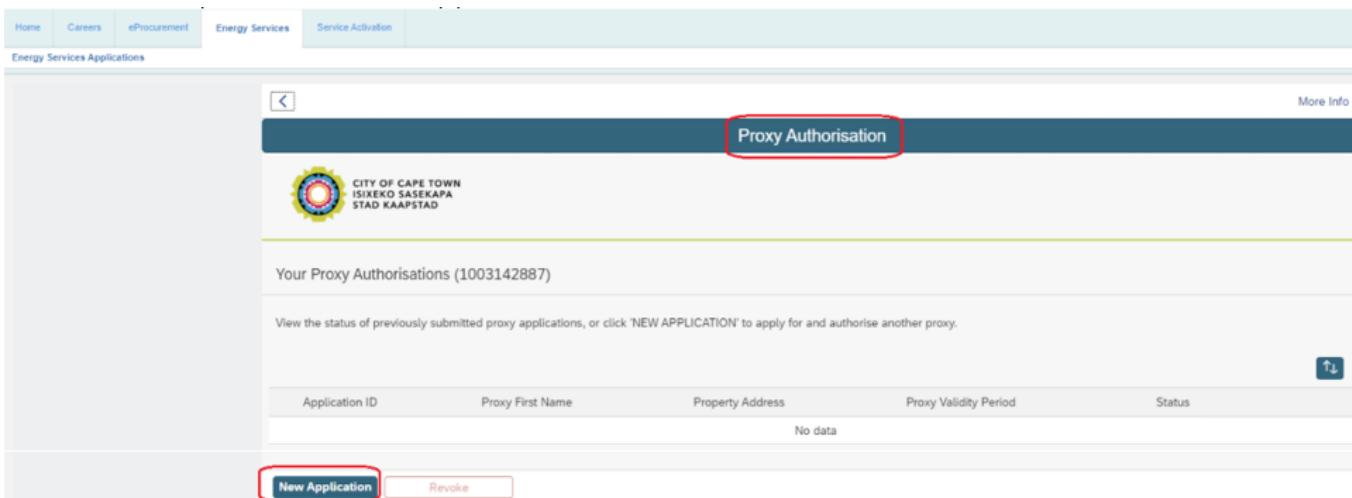
Once selected it can take up to **48 hours** to activate. A City of Cape Town **noreply** email will be sent to you (the client) to inform you of the successful activation of the energy services.

Step 3: Grant Proxy for Stage Zero:

Once the energy services section is registered and activated. It should appear on the ribbon at the top of the page. Select the “**Energy Services**” tab shown below, once located, click on the “**Grant Proxy Authorisation**” tab shown below.



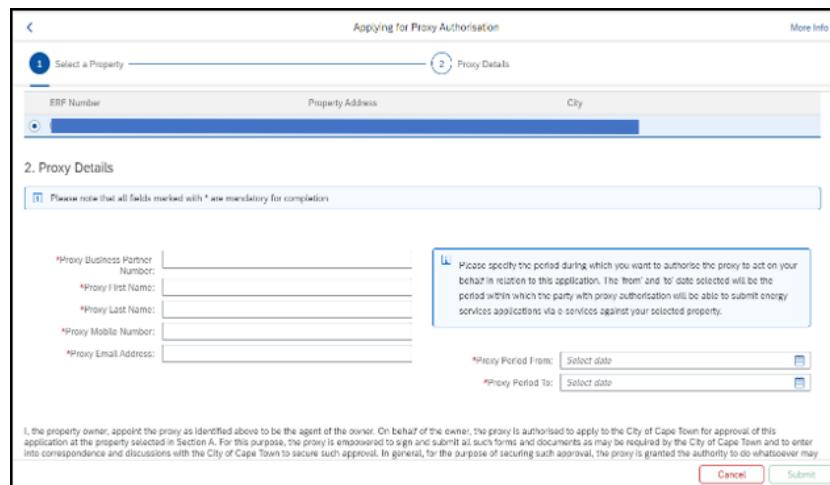
Once the tab opens, start a new application



On the new application, please fill in the following information:

1. Proxy Business Partner Number: **1003142887**
2. Proxy First Name: **Ian**
3. Proxy Last Name: **Hendrikse**
4. Proxy mobile number: **083 233 5914**
5. Proxy email address: **applications@stagezero.co.za**
6. Proxy period from: **Date of filling in Proxy**
7. Proxy period to **validate it till 1 July 2025**

Once the proxy is submitted, Stage Zero can submit all registration documents on behalf of the customer.



The screenshot shows the 'Applying for Proxy Authorisation' form. It has two main sections: '1. Select a Property' and '2. Proxy Details'. The '2. Proxy Details' section is expanded. It contains fields for 'Proxy Business Partner Number', 'Proxy First Name', 'Proxy Last Name', 'Proxy Mobile Number', and 'Proxy Email Address'. A note below these fields says 'Please note that all fields marked with * are mandatory for completion'. To the right of these fields is a note: 'Please specify the period during which you want to authorise the proxy to act on your behalf in relation to this application. The from' and 'to' date selected will be the period within which the party with proxy authorisation will be able to submit energy services applications via e-services against your selected property.' At the bottom, there are 'Proxy Period From' and 'Proxy Period To' fields, both with 'Select date' placeholder text. There are also 'Cancel' and 'Submit' buttons.

On successful completion of the registration, please notify the Stage Zero service centre **0871625030**.

If you require any assistance, please contact the Stage Zero service centre on **0871625030** and the team will assist where necessary.

