



ZIMBABWE ENERGY REGULATORY AUTHORITY

GUIDELINES FOR ACCREDITATION AS A REGISTERED AGENT FOR THE SUPPLY OF PREPAYMENT ELECTRICITY METERS TO MEMBERS OF THE PUBLIC

2026

Note: All prospective Agents are advised to carefully read this document in its entirety before applying.

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1. INTRODUCTION

The Zimbabwe Energy Regulatory Authority approved the introduction of a customer supplied meter scheme, where customers procure prequalified meter makes from local Agents registered by the Authority and this has been running for four years now. The scheme covers single and three phase Standard Transfer Specification (STS) prepaid meters to be installed at customers' premises with supply capacity of 100Amps and below (direct connected).

The Agents will import the prepayment meters initially from six (6) meter manufacturers pre-qualified by ZETDC and the list of the pre-qualified meter manufacturers will be availed to successful applicants. The list of OEM's is subject to review at any given time.

2. SCOPE OF REGISTRATION

The registration is done on the basis that the Agent will trade on the specific meter makes for which a letter or letters of authorisation have been obtained from a pre-qualified manufacturer. Agents will be registered only to sell prepayment meters to members of the public.

3. REQUIREMENTS FOR AGENCY REGISTRATION

Companies interested in participating in the scheme must submit:

- a) Company Profile and must include Names of Directors and Management, Experience of Company, Company Structure, Physical Address or Location of Offices, Email Address, Contact Mobile Numbers, and Telephone and/or Fax Numbers.
- b) Registration details of the company, i.e., certified copies of each of the following:
 - i) Certificate of Incorporation for locally registered companies or equivalent company registration in country of residence for foreign Companies.
 - ii) CR14 Form for local Companies or equivalent Registrar of Companies list of directors in country of residence for foreign Companies.
 - iii) CR6 Form for local Companies or equivalent Registrar of Companies principal place of business in country of residence for foreign companies.
 - iv) CR2 Form for local Companies or equivalent Registrar of Companies allocation of shares/shareholding structure in country of residence for foreign Companies.
- c) Proof of Registration with ZIMRA together with certified and valid copies of their valid tax clearance certificate for local Companies.
- d) Declaration that none of the directors have had previous convictions of corruption and or fraudulent practices.
- e) Proof of lease agreement/title agreement for business premises
- f) Experience in importation and distribution of related products (documentary evidence)
- g) Proof of financial capacity to fund the scheme using own resources.

NB: Failure to provide the above requested information will lead to rejection of the registration application.

4. ELIGIBILITY TO PARTICIPATE

ZERA, ZESA holdings and its subsidiaries employees, board members, spouse(s) and children are not eligible to participate in the scheme to avoid conflict of interest.

5. GOODS AND PRICING

a) Eligible Goods

Successful applicants will be advised of the list of original equipment manufacturers (OEM's) for approved meters.

b) Pricing

Market forces shall determine the prices for the meters, but the Authority may impose measures to ensure the scheme is not hindered by unnecessarily high prices.

6. CUSTOMER SUPPLIED PREPAYMENT METER SCHEME REGULATIONS

The Minister of Energy and Power Development in consultation with ZERA promulgated the Statutory Instrument 85 of 2018 Electricity (Customer Supplied Prepayment Meter Scheme) Regulations which shall govern the customer supplied prepayment meter scheme. These regulations cover obligations of the (OEM) Suppliers, the Meter Agent, ZETDC and Consumers as well as provide for prohibitions, offences and penalties in relation to this scheme.

All prospective and existing Agents are expected to be conversant with the provisions of the Regulations.

7. CORRUPT OR FRAUDULENT PRACTICES

ZERA requires that prospective Agents or applicants observe the highest standard of ethics during the application for registration process. When used in the present regulations, the following terms are defined as follows: -

- a) "Corrupt practice" means the offering, giving, receiving or soliciting of anything of value to influence the action of public official in the registering process;*
- b) "Fraudulent practice" means a misrepresentation of facts in order to influence a registration process to the detriment of members of the public or ZETDC, and includes collusive practice among Agents/OEMs designed to establish prices at artificial non-competitive levels and to deprive Clients of the benefits of free and open competition.*

ZERA shall reject an application for registration if it determines that the company considered for registration has engaged in corrupt or fraudulent practices in the process of applying for registered.

8. AGENTS REGISTRATION AGREEMENT

Only successful applicants will be registered by ZERA and will be issued with a registered certificate.

Applicants not meeting requirements will be rejected and advised accordingly.

9. WITHDRAWAL/CANCELLATION OF REGISTRATION

Failure to observe or adhere to the conditions which will be stated on the back of the registration certificates will lead to cancellation/withdrawal of registration. The conditions are:

9.1. ZERA shall cancel this certificate if the holder thereof:

- a) sells unapproved meters;*
- b) sells a prepayment meter to a customer without proof that the licensee has inspected and approved the customer's installation, received and receipted the connection fees;*
- c) sells or offers for sale, prepayment meters for which an Agent does not have letters of authorisation from the Original Equipment Manufacturers;*
- d) fails or neglects to sign a tripartite agreement with the OEM and ZETDC to provide warranty and technical support for the meters;*
- e) sells to or buys meters from other Third Parties than the specified manufacturers;*
- f) fails to provide storage facilities meeting minimum required standards;*
- g) stocks and sells meters that do not meet the technical requirements;*
- h) engages in unethical business practices*
- i) fails to comply with relevant legal requirements and provisions*
- j) tampers with meters;*
- k) sells used or repaired meters;*
- l) pre-sells meters that are not held in stock at ZETDC; and*
- m) fails to sell more than 2% of the total meters sold in the market during the year under review.*

9.2. The certificate holder shall not transfer this certificate to another person during the subsistence of the certificate. *(See section 7(1) of SI 85/2018).*

9.3. If the certificate holder ceases to operate, it shall, within 30 days of ceasing to operate, surrender this certificate to ZERA. *(See section 8(4) of SI 85/2018).*

9.4. ZERA may suspend this certificate on the grounds as particularized in section 9(1) of the said SI 85/2018.

9.5. ZERA may at any time amend this certificate or any terms or conditions thereof on the grounds as particularized in section 10(1) of the said SI 85/2018.

10. TRIPARTITE AGREEMENT BETWEEN PARTIES

Successful Agents will be required to sign a tripartite agreement with ZETDC and Meter Manufacturers. The Tripartite agreement will empower ZETDC to follow up directly with the Meter manufacturer on the following issues:

- a) Technical support
- b) Warranty claims
- c) Rectification of defects/anomalies on batches of meters delivered

- d) Replacement of meters that exhibit failure rates above 5% and also exhibit critical failure such as going into Free Supply Mode (FSM)

For this scheme, exclusive agency agreements between OEMs and agents shall not be allowed.

11. STORAGE OF METERS

All meters imported by the Agents will be consigned to ZETDC for testing before storage by ZETDC. All meters purchased by customers from the various Agents' outlets will be distributed to the ZETDC stores closest to the customer countrywide.

12. TECHNICAL COMPLIANCE OF METERS SOLD

Meters sold by Agents should meet the technical requirements specified in the latest technical specifications for ZETDC. ZETDC will review its technical specifications periodically and changes will be communicated to Meter Manufacturers. Sufficient time will be given to OEMs to comply with the changes. Failure to comply with this requirement will result in meter rejection.

13. REGISTRATION CONDITIONS FOR SELECTED AGENTS

Companies meeting the requirements specified in this document will be required to acknowledge registration conditions with the Registration Authority before being registered.

14. SCHEME OPERATION GUIDELINES

The scheme operation is as provided in the Appendix.

APPENDIX

Process workflow





