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REGISTRATION

Click on CUSTOMER PORTAL on the upper left corner of CEB website
Click on “Click here to register” to take advantage of our various online services.
Registration

Title
MR

Name
John Smith

Email
john.smith@gmail.com

Mobile
230 51234567

Password
******

Confirm Password
******

Confirm that You are not a robot

I'm not a robot

Click on Submit
You will receive an Account Activation Email

Click on Activate my Account

You will be redirected to the portal for Email Verification, confirm by Click here to continue
Put the OTP you will receive on your mobile and Click on Confirm OTP.

Sign in with your email and Password
ADD YOUR ELECTRICITY ACCOUNT

Add your Electricity Account.

- Put your Business Partner Number (refer to your electricity bill [1])
- NIC or Passport Number
- Invoice Number (any last 3 invoice number; refer to your electricity bill [2])

Click on → Submit
Welcome to your CSP dashboard! View the details pertaining to your electricity account.
ADD MORE ELECTRICITY ACCOUNTS

You may add more Electricity Accounts by clicking on [Contract Lookup].

On the Contract Accounts tab, you will see your list of contract accounts.

Click on a Contract Account Number to view:
- your unpaid bills
- all your bills and
- statement of account
You can view the list of bills you have not paid in Open Items Tab.

Choose the bills you want to pay.

Click on Pay.
Accept terms & Conditions.

Put your Credit Card Number details

Click on PAY NOW

You will receive a Payment Confirmation email

<table>
<thead>
<tr>
<th>Document Number</th>
<th>Amount (Rs)</th>
</tr>
</thead>
<tbody>
<tr>
<td>300000001577</td>
<td>1003</td>
</tr>
</tbody>
</table>
You can view all your bills on the tab.
Click on 📊 to see your bill details.
### VIEW YOUR STATEMENT OF ACCOUNT

**CONTRACT ACCOUNT: 000109410072 / CONTRACT NAME: JOHN SMITH**

<table>
<thead>
<tr>
<th>Business Partner</th>
<th>Meter No.</th>
<th>Address</th>
</tr>
</thead>
<tbody>
<tr>
<td>00005899</td>
<td>#07106356</td>
<td>AVE CAPUCINE, QUATRE BI</td>
</tr>
</tbody>
</table>

#### Open Items

<table>
<thead>
<tr>
<th>Date</th>
<th>Document No.</th>
<th>Description</th>
<th>Due Date</th>
<th>Debit</th>
<th>Credit</th>
<th>Balance</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>2019-09-26</td>
<td>Opening Balance</td>
<td></td>
<td>1003.0</td>
<td>0.0</td>
<td>10</td>
</tr>
<tr>
<td>2</td>
<td>2019-10-22</td>
<td>130002187852</td>
<td></td>
<td>0.0</td>
<td>-1003.0</td>
<td>10</td>
</tr>
<tr>
<td>3</td>
<td>2019-10-22</td>
<td>3100009061242</td>
<td>2019-11-21</td>
<td>1302.0</td>
<td>0.0</td>
<td>13</td>
</tr>
<tr>
<td>4</td>
<td>2019-11-19</td>
<td>3300009131392</td>
<td>2019-12-19</td>
<td>1499.0</td>
<td>0.0</td>
<td>28</td>
</tr>
<tr>
<td>5</td>
<td>2019-11-20</td>
<td>1000002021321</td>
<td></td>
<td>0.0</td>
<td>-1302.0</td>
<td>14</td>
</tr>
<tr>
<td>6</td>
<td>2019-12-17</td>
<td>1600002328562</td>
<td></td>
<td>0.0</td>
<td>-1499.0</td>
<td>14</td>
</tr>
<tr>
<td>7</td>
<td>2019-12-23</td>
<td>350009158518</td>
<td>2020-01-22</td>
<td>1450.0</td>
<td>0.0</td>
<td>14</td>
</tr>
</tbody>
</table>

View your Statement of Account by clicking on the **Statement of Account** tab.

You can view your Statement of Account.
# Central Electricity Board

Corporate Office, P.O Box 134 - Rue du Savoir - Cyber City Ebene  
Tel: 404 2000 - Website: www.ceb.mu

**Name:** JOHN SMITH  
**Supply Address:** AVE CAPUCINE, QUATRE BORNES  
**Contract:** 00005988  
**Business Partner:** 000109410072

## Statement of Account for Period: 26 Sep 2019 to 26 Mar 2020

<table>
<thead>
<tr>
<th>Date</th>
<th>Document No.</th>
<th>Description</th>
<th>Due Date</th>
<th>Debit (Rs)</th>
<th>Credit (Rs)</th>
<th>Balance (Rs)</th>
</tr>
</thead>
<tbody>
<tr>
<td>2019-09-26</td>
<td></td>
<td>Opening Balance</td>
<td></td>
<td>1003.0</td>
<td>0.0</td>
<td>1003.0</td>
</tr>
<tr>
<td>2019-10-22</td>
<td>130002187852</td>
<td>Incoming Payment</td>
<td></td>
<td>0.0</td>
<td>-1003.0</td>
<td>0.0</td>
</tr>
<tr>
<td>2019-10-22</td>
<td>310009061242</td>
<td>Consumption billing receivable</td>
<td>2019-11-21</td>
<td>1302.0</td>
<td>0.0</td>
<td>1302.0</td>
</tr>
<tr>
<td>2019-11-19</td>
<td>330009131392</td>
<td>Consumption billing receivable</td>
<td>2019-12-19</td>
<td>1499.0</td>
<td>0.0</td>
<td>2801.0</td>
</tr>
<tr>
<td>2019-11-20</td>
<td>100002021321</td>
<td>Incoming Payment</td>
<td></td>
<td>0.0</td>
<td>-1302.0</td>
<td>1499.0</td>
</tr>
<tr>
<td>2019-12-17</td>
<td>160002328562</td>
<td>Incoming Payment</td>
<td></td>
<td>0.0</td>
<td>-1499.0</td>
<td>0.0</td>
</tr>
</tbody>
</table>
Click on the Application tab.

Click on `Create New` to apply for electricity.
Put all the details regarding your application.

Click on Browse to upload all required documents.

Click on Submit to submit your application.
On the Cases tab
Click on
/Create New

... to send us a query
... or a complaint

John Smith
Fill in the form.

Click on

Browse ... to add any required attachment.

Click on

Submit to submit your query.
Click on Your name on the upper right corner.

Click on Change Password. The following screen will appear.

Enter current password, new password and confirm new password. Click on submit to change password.
Back to your Dashboard!

- REPORT A FAULT
- SUGGESTIONS
- PIN LOCATION
- INPUT YOUR READING
REPORT A FAULT

You need to fill all the fields on the screen.

Mandatory fields are denoted by an *

Click

Click on "Submit" to report your fault
**SEND US YOUR SUGGESTION**

<table>
<thead>
<tr>
<th>Title</th>
<th>Suggestion Title</th>
</tr>
</thead>
<tbody>
<tr>
<td>Business Partner</td>
<td>0000962005</td>
</tr>
<tr>
<td>Phone Number</td>
<td>55512345</td>
</tr>
</tbody>
</table>

We would like to hear your suggestion to improve our service, write to us!

You need to fill all the fields on the screen.

Click on **Submit** to send your suggestion

Click on **Cancel** to exit the screen.
**INPUT YOUR PIN LOCATION**

<table>
<thead>
<tr>
<th>Pin Location</th>
</tr>
</thead>
</table>

- **Describe the current action:**
  - Tell us where your meter is exactly for us to improve our service delivery time.
  - Click on **Get Location** to open Google Map.
  - Pin your location.
  - Click on **OK**.
  - The screen now contains your location coordinates.

- **Instructions for the next steps:**
  - Click on **Submit** to save your coordinates.
**INPUT YOUR READING**

You may wish to send us the reading of your meter.

1. Click on **Add Reading** to add the reading from your meter.
2. Enter the Reading Date (Day on which you note the reading).
3. Enter the Reading value (Number obtained from your meter).
4. Click on **Submit** to save the data.
5. Click **Cancel** and then **Exit** to exit the screen.

---

<table>
<thead>
<tr>
<th>Reading Value</th>
<th>Reading Date</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
</tr>
</tbody>
</table>