

CEB CUSTOMER SERVICE PORTAL GUIDELINES

The image shows a screenshot of the CEB Customer Service Portal. On the left, a dark grey sidebar contains six navigation options, each with an icon and text:

-  Register all your Accounts
-  Pay your bills online
-  View your consumption
-  Follow up Electrical Faults
-  Pin your Locations
-  Apply for Electricity!

On the right, the main content area is white and titled "CUSTOMER PORTAL SIGN IN". It features a sign-in form with the following elements:

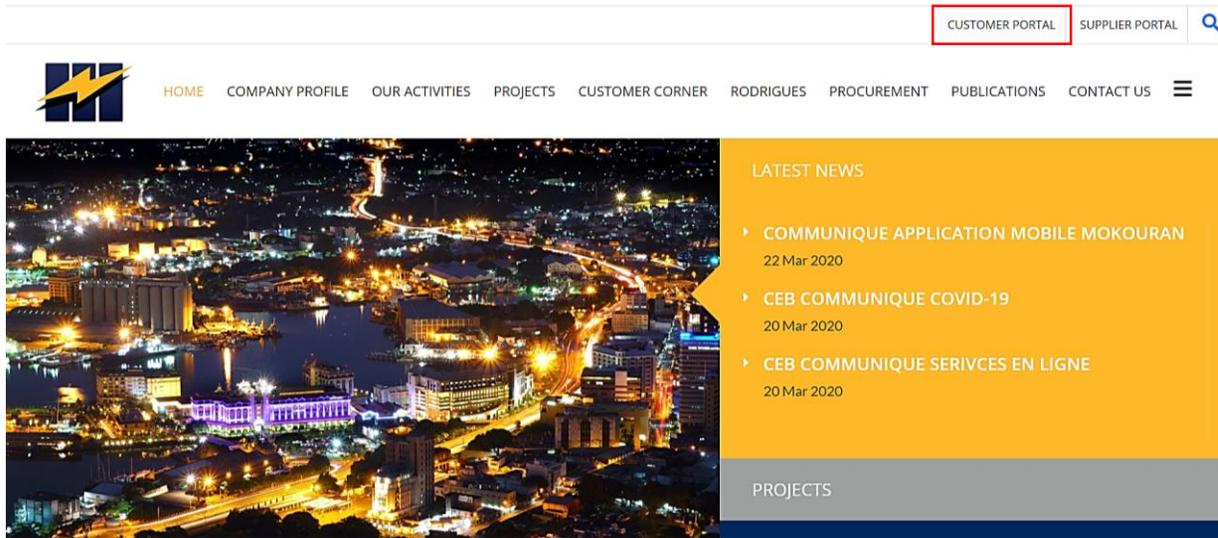
- An "Email" input field.
- A "Password" input field with a visibility toggle icon (an eye).
- A "REMEMBER ME" label next to a "YES" toggle switch.
- A teal "SIGN IN" button.
- A link for "Forgot your Password?".
- A link for "Don't have an account yet? Click here to register!".
- A footer that says "Powered by" followed by the "vgr Solutions Ltd" logo.

Contents

REGISTRATION	3
ADD YOUR ELECTRICITY ACCOUNT	8
YOUR DASHBOARD	9
ADD MORE ELECTRICITY ACCOUNTS	10
VIEW DETAILS OF YOUR ELECTRICITY ACCOUNTS	10
PAY YOUR BILLS.....	11
VIEW YOUR BILLS	13
VIEW YOUR STATEMENT OF ACCOUNT	14
REPORT A FAULT	22
SEND US YOUR SUGGESTION	23
INPUT YOUR PIN LOCATION.....	24
INPUT YOUR READING	25

REGISTRATION

Click on **CUSTOMER PORTAL** on the upper left corner of CEB website





Register all your Accounts



Pay your bills online



View your consumption



Follow up Electrical Faults



Pin your Locations



Apply for Electricity!

CUSTOMER PORTAL SIGN IN

REMEMBER ME YES

Forgot your Password?

Don't have an account yet?
[Click here to register!](#)

Powered by  Solutions Ltd

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:

Password must be at least 8 characters long including at least one Capital Letter. You may use one or more of the following special characters !@#\$\$%? to strengthen your password.
Please enter a value matching the pattern

I'm not a robot  reCAPTCHA Privacy - Terms

Please ensure that you are using the latest version of Chrome/Firefox for the reCAPTCHA

Put your registration details

Confirm that You are not a robot

I'm not a robot  reCAPTCHA Privacy - Terms

Click on



Dear ISMITH JOHN

Thank you for registering with CEB Customer Portal.

Please click the following URL to activate your account.

[Activate my Account](#)

If clicking the URL above does not work, copy and paste the URL into a browser window.

Disclaimer: <http://ceb.mu/disclaimer.html>



EMAIL VERIFICATION

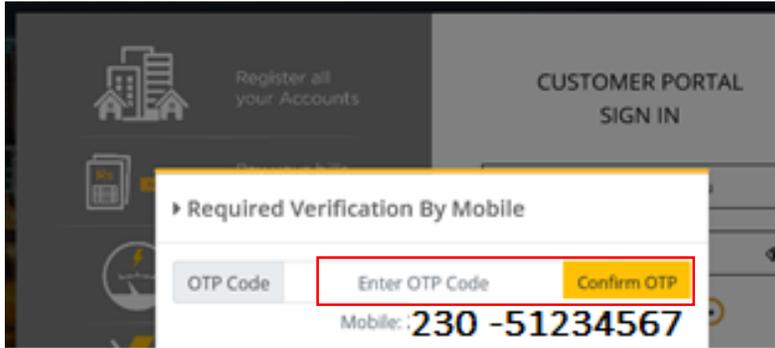
You successfully verified your account.

[Click here to continue](#)

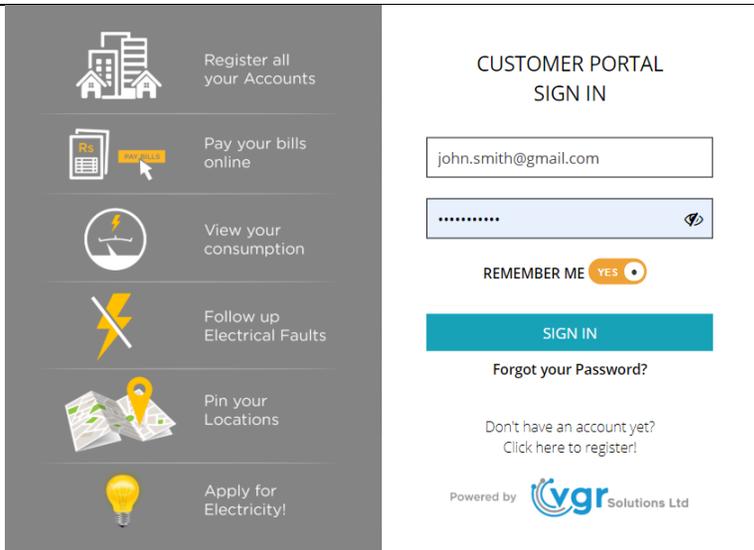
You will receive an Account Activation Email

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

Contract Account Lookup ×

Business Partner

National Identification Number Passport Number Please fill out

Invoice Number

Please enter one of the last 3 invoice numbers

× Cancel → Submit

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



Central Electricity Board

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

Business Regis:
F07000041

VAT Registratio
VAT22000591

Invoice No.:	900007841738 2	Date:	03.02.2020	Name:	JAMES CUPIDON
Business Partner:	1179999 1	MRU:	734-06G		
Contract Acct.:	117999999	Tariff	110	Address:	ADDRESS RD, VACOAS
Client VAT No.:		BRN			
Supply Address	ADDRESS RD, VACOAS				

YOUR DASHBOARD

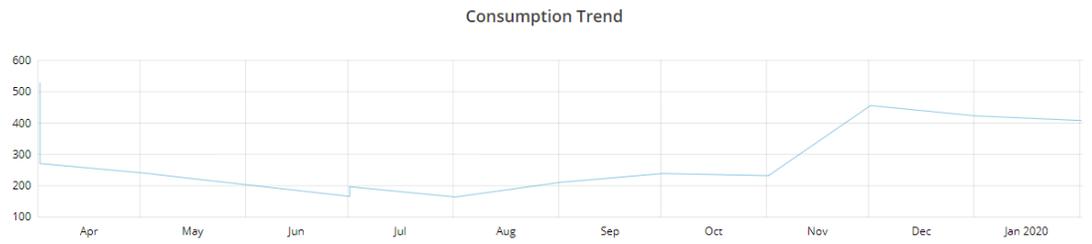
Welcome to your CSP dashboard! View the details pertaining to your electricity account.

BP: 0005899 - Name: JOHN SMITH - Contract Account: 000109410072 - Address: AVE CAPUCINE QUATRE BORNES

Contract No.: 000109410072 **ACTIVE**

Business Partner 00005899	Address Ave Capucine Quatre Bornes	Meter No. #07106356	Amount Due 2,920.00
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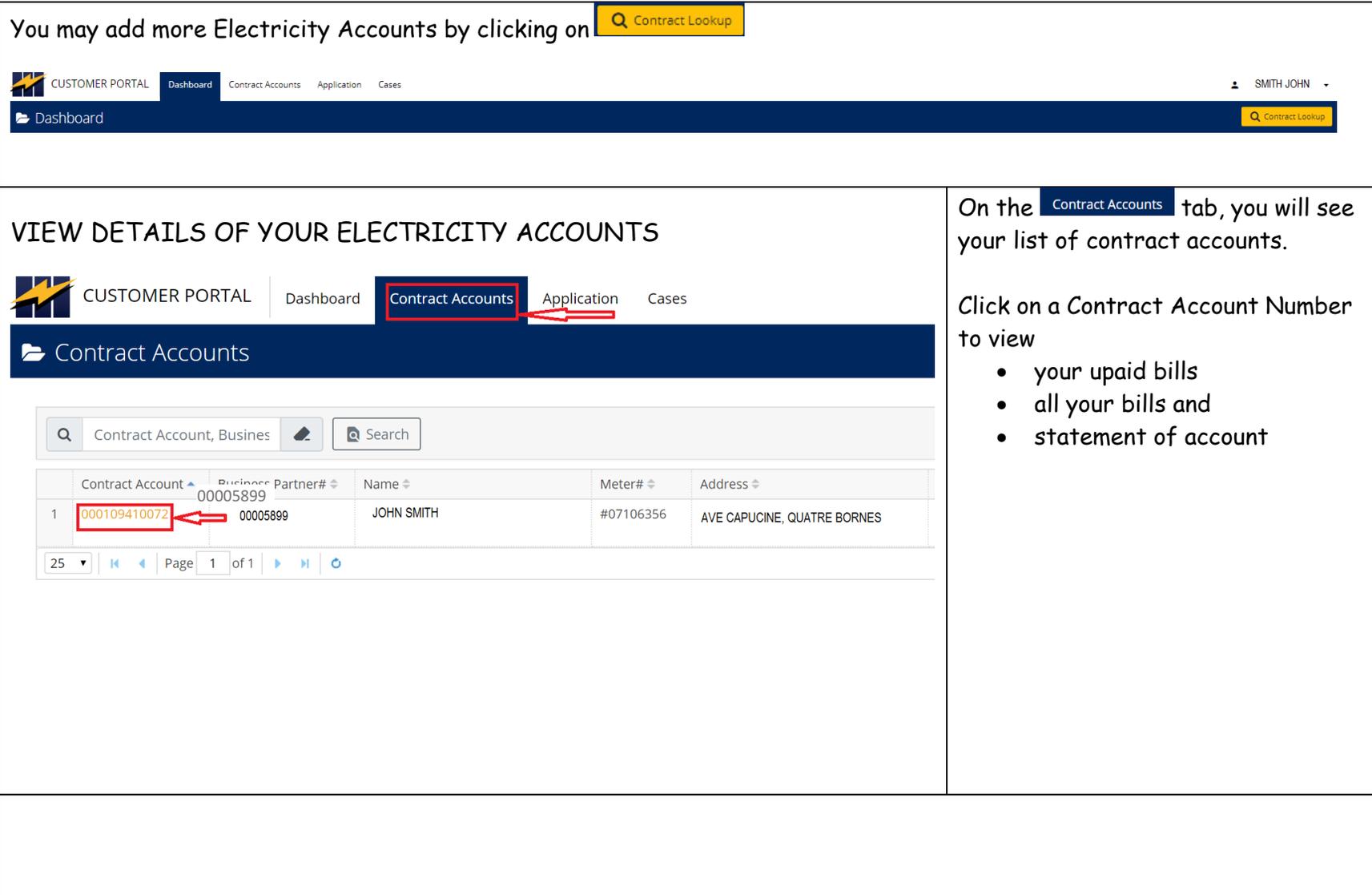
Last Consumption Billed	409 kWh
Latest Meter Reading recorded	31,760
Next Meter Reading Visit	2020-04-29
Projected Meter Reading	32,311



REPORT A FAULT	SUGGESTIONS	QUEUE LENGTH
PIN LOCATION	INPUT YOUR READING	

ADD MORE ELECTRICITY ACCOUNTS

You may add more Electricity Accounts by clicking on [Contract Lookup](#)



CUSTOMER PORTAL | Dashboard | **Contract Accounts** | Application | Cases

SMITH JOHN

Dashboard [Contract Lookup](#)

VIEW DETAILS OF YOUR ELECTRICITY ACCOUNTS

CUSTOMER PORTAL | Dashboard | **Contract Accounts** | Application | Cases

Contract Accounts

Contract Account, Busines Search

	Contract Account	Business Partner#	Name	Meter#	Address
1	000109410072	00005899	JOHN SMITH	#07106356	AVE CAPUCINE, QUATRE BORNES

25 Page 1 of 1

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

PAY YOUR BILLS

CONTRACT ACCOUNT: 000109410072 / CONTRACT NAME: JOHN SMITH

Business Partner: 00005899 Meter No.: #07106356 Address: AVE CAPUCINE, QUATRE BORNES

[Open Items](#) [Invoices](#) [Statement of Account](#)

List of Open Items

Outstanding Items

	Posting Date	Doc No.	Item	Description	Due Date	Amount
1	2020-03-24	390009349040	0001	Consumption billing receivable	2020-04-23	2,920.00



Amount to Pay

0

Pay



Max. Amt per transaction:
Rs 3,000.00

Order Id

CEB-26032020120931

Contract Account

000109410072

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](#)

I ACCEPT THE TERMS & CONDITIONS AND PRIVACY POLICY

Pay **MUR 2052**
To **CEB**

 Credit Card Number

MM ▼ YY ▼ CVV

PAY NOW



[READ TERMS, CONDITIONS & POLICIES](#)



[Report Payment Issue](#)

Accept terms & Conditions.

Put your Credit Card Number details

Click on **PAY NOW**



Order ID: CEB21102019133224
Customer Name: JOHN SMITH
Address: AVE CAPUC. Q. BORNES

BP: 00005899
Account: 000109410072

Document Number	Amount (Rs)
390009001577	1003

Price (VAT Incl.) Rs. 1003

You will receive a Payment Confirmation email

VIEW YOUR BILLS



CUSTOMER PORTAL

Dashboard

Contract Accounts

Application

Cases



Contract Accounts

CONTRACT ACCOUNT: 000109410072 / CONTRACT NAME: JOHN SMITH

Business Partner
00005899

Meter No.
#07106356

Address
AVE CAPUCINE, QUATRE BORNES

Open Items

Invoices

Statement of Account

	Invoice No. ↕	Start Period ↕	End Period ↕	Billing Period ▾	Amount ↕	Due Date ↕	
1	950007845197	30 Jan 2020	28 Feb 2020	Feb 2020	2,920.00	23 Apr 2020	
2	200007910435	31 Dec 2019	29 Jan 2020	Jan 2020	3,052.00	19 Mar 2020	
3	950007747547	30 Nov 2019	30 Dec 2019	Dec 2019	3,341.00	20 Feb 2020	
4	150007686771	31 Oct 2019	29 Nov 2019	Nov 2019	1,450.00	22 Jan 2020	
5	100007662736	01 Oct 2019	30 Oct 2019	Oct 2019	1,499.00	19 Dec 2019	
6	200007718377	31 Aug 2019	30 Sep 2019	Sep 2019	1,302.00	21 Nov 2019	
7	200007669087	01 Aug 2019	30 Aug 2019	Aug 2019	1,003.00	23 Oct 2019	
8	150007492977	02 Jul 2019	31 Jul 2019	Jul 2019	1,015.00	19 Sep 2019	

You can view all your bills on the Invoices tab.

Click on to see your bill details

VIEW YOUR STATEMENT OF ACCOUNT

CONTRACT ACCOUNT: 000109410072 / CONTRACT NAME: JOHN SMITH

Business Partner	Meter No.	Address
00005899	#07106356	AVE CAPUCINE, QUATRE BI

[Open Items](#)
[Invoices](#)
[Statement of Account](#)

From 2019-09-26 To 2020-03-26
 [Search](#)
[Print Preview](#)

	Date ▲	Document No. ▼	Description ▼	Due Date ▼	Debit ▼	Credit ▼	Balance
1	2019-09-26		Opening Balance		1003.0	0.0	1003.0
2	2019-10-22	130002187852	Incoming Payment		0.0	-1003.0	0.0
3	2019-10-22	310009061242	Consumption billing receivable	2019-11-21	1302.0	0.0	1302.0
4	2019-11-19	330009131392	Consumption billing receivable	2019-12-19	1499.0	0.0	2801.0
5	2019-11-20	100002021321	Incoming Payment		0.0	-1302.0	1499.0
6	2019-12-17	160002328562	Incoming Payment		0.0	-1499.0	0.0
7	2019-12-23	350009158518	Consumption billing receivable	2020-01-22	1450.0	0.0	1450.0

View your Statement of Account by clicking on the

[Statement of Account](#) tab.

You can [Print Preview](#) 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

Business Registration No.
F07000041

VAT Registration No.
VAT22000591

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

Date	Document No.	Description	Due Date	Debit (Rs)	Credit (Rs)	Balance (Rs)
2019-09-26		Opening Balance		1003.0	0.0	1003.0
2019-10-22	130002187852	Incoming Payment		0.0	-1003.0	0.0
2019-10-22	310009061242	Consumption billing receivable	2019-11-21	1302.0	0.0	1302.0
2019-11-19	330009131392	Consumption billing receivable	2019-12-19	1499.0	0.0	2801.0
2019-11-20	100002021321	Incoming Payment		0.0	-1302.0	1499.0
2019-12-17	160002328562	Incoming Payment		0.0	-1499.0	0.0

CUSTOMER PORTAL | Dashboard | Contract Accounts | **Application** | Cases | JOHN SMITH

Application   **+ Create New**

enter your keyword From To Status ALL Search

Reference	Date	Type	Name	Address	Load (WATTS)	Status
25						

Page 0 of 0 | Displaying 0 to 0 of 0 items

Click on the Application tab.

Click on **+ Create New** to apply for electricity.

Application
✕

Type *

RESIDENTIAL

Full Name *

JOHN SMITH

Business Partner *

0000333997

Contact Name *

Address *

Post Code *

Customer Service nearest to you *

Land Line Number *

Mobile Number *

57777777

Fax Number

Email *

john.smith@gmail.com

Purpose *

Load (WATTS) *

Surface Area (Square Meter) *

Location Map *

Land Marks (to identify your location) *

Please provide the following documents:

- National Identity Card of the applicant or Passport ID;
- A copy of the title deed of the property where application for new supply is being made;
 - Or a copy of the Lease Agreement, if applicant is a resident of State Land;
 - Or a copy of the transcription, if the land has been transcribed to the applicant;
 - Or a letter of authorization* from the landlord if the applicant is a tenant. A copy of the landlord's title deed is also needed in this case.
- Building and Land Use Permit for the said premises, wherever applicable;
- A list of the declared electrical appliances to be connected in Watts or Kilowatts.

Please upload your documents:

Select files...

DOC, PDF, JPG AND PNG

✕ Cancel
→ Submit

Put all the details regarding your application.

Click on **Browse ...** to upload all required documents.

Click on **→ Submit** to submit your application.

CUSTOMER PORTAL | Dashboard | Contract Accounts | Application | **Cases** ←

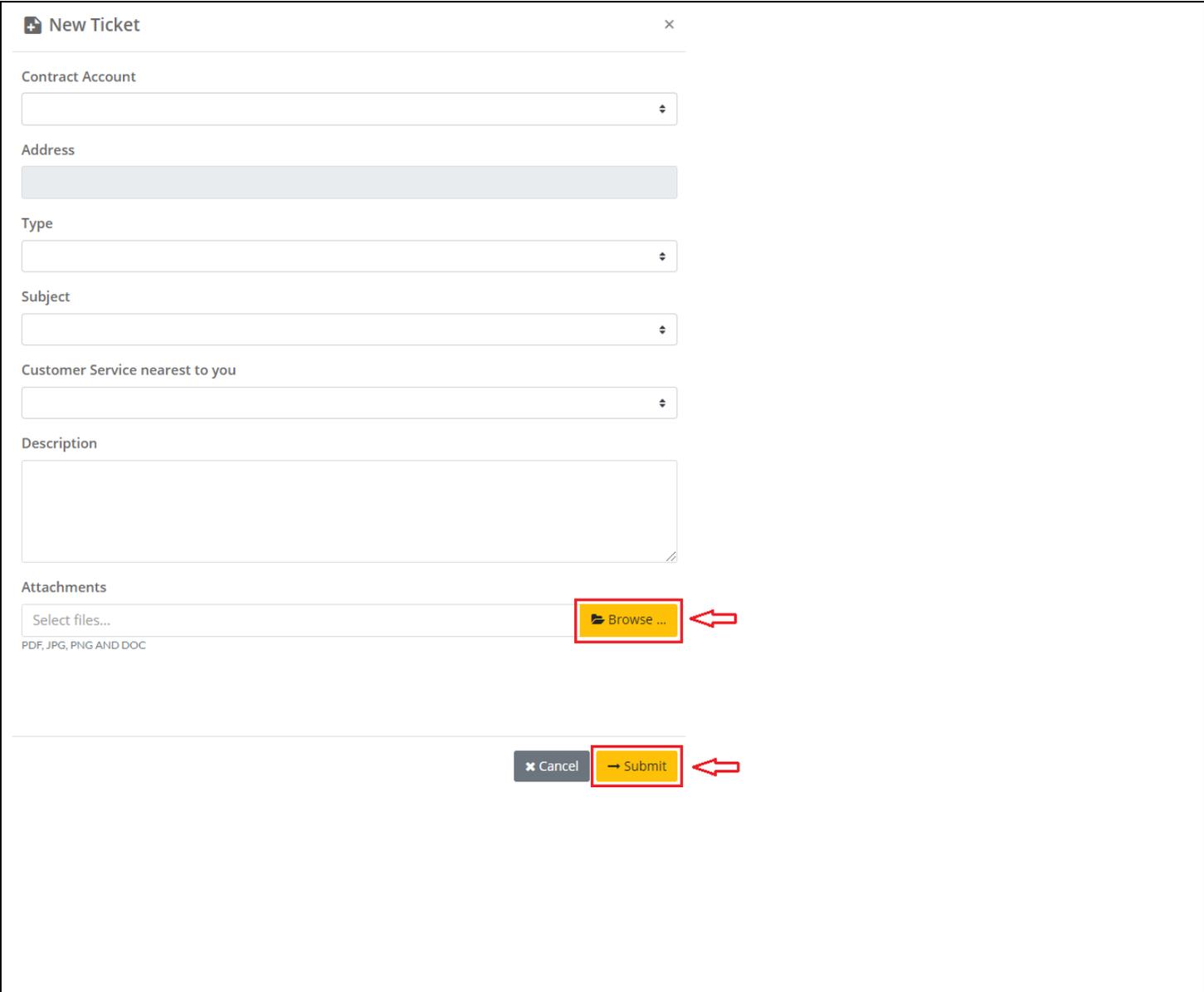
JOHN SMITH
JOHN SMITH ▾

Cases → **+ Create New**

Q enter your keyword From To Type ALL Status OPEN Search

Reference ↕	Contract# ↕	Type ↕	Subject ↕	Date Opened ▾	SAP Ref ↕	Status ↕	
25 ▾	Page 0 of 0						Displaying 0 to 0 of 0 items

On the Cases tab
Click on
+ Create New
to send us a query
or a complaint

 <p>The screenshot shows a 'New Ticket' form with the following fields: Contract Account, Address, Type, Subject, Customer Service nearest to you, and Description. The Attachments section includes a 'Select files...' input with a 'Browse ...' button highlighted in yellow and a red arrow pointing to it. At the bottom of the form, there are 'Cancel' and 'Submit' buttons, with the 'Submit' button also highlighted in yellow and a red arrow pointing to it.</p>	<p>Fill in the form.</p> <p>Click on Browse ... to add any required attachment.</p> <p>Click on → Submit to submit your query.</p>
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CUSTOMER PORTAL | Dashboard | Contract Accounts | Application | **Cases**

Cases

enter your keyword | From | To | Type ALL | Status OPEN | Search

Reference | Contract# | Type | Subject | Date Opened | SAP Ref | Status

25 | Page 0 of 0

JOHN SMITH
john.smith@gmail.com
Mobile: 51234567
Date Registered: 11 Jul 2019

> Change Password
Sign Out

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.

Change Password [Close]

Current Password

Current Password [Eye Icon]

New Password

New Password [Eye Icon]

Password must be at least 8 characters long including at least one Capital Letter.
You may use one or more of the following special characters !@#\$\$%? to strengthen your password.

Confirm New Password

Confirm New Password [Eye Icon]

[Close] [Submit]

Back to your Dashboard !



REPORT A FAULT

 REPORT A FAULT

 Report a fault ✕

Business Partner *

Name *

Contract Account

Address

Fault Address *

Landmarks

Phone Number *

Type of Fault *

Locality

Upload Images/Photos

Select files...

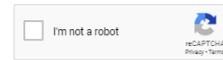
Max file size: 5Mb (jpg/png) / Max Upload Files: (3)

Comments/Description of Problem *

I'm not a robot 

You need to fill all the fields on the screen.

Mandatory fields are denoted by an *

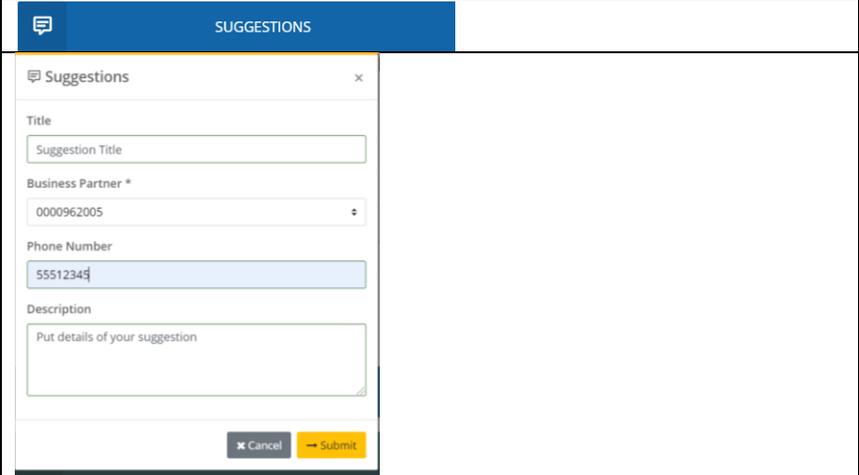


Click

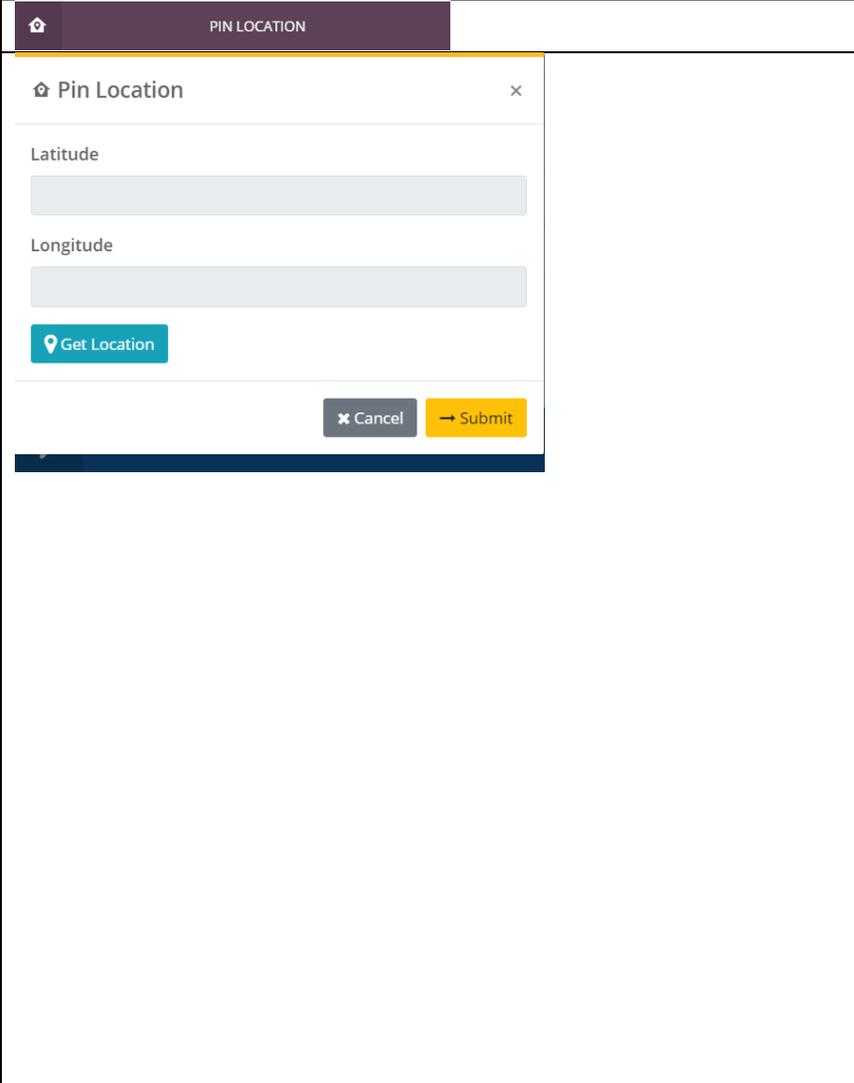
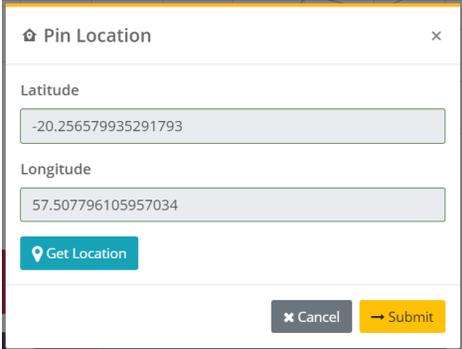


Click on  to report your fault

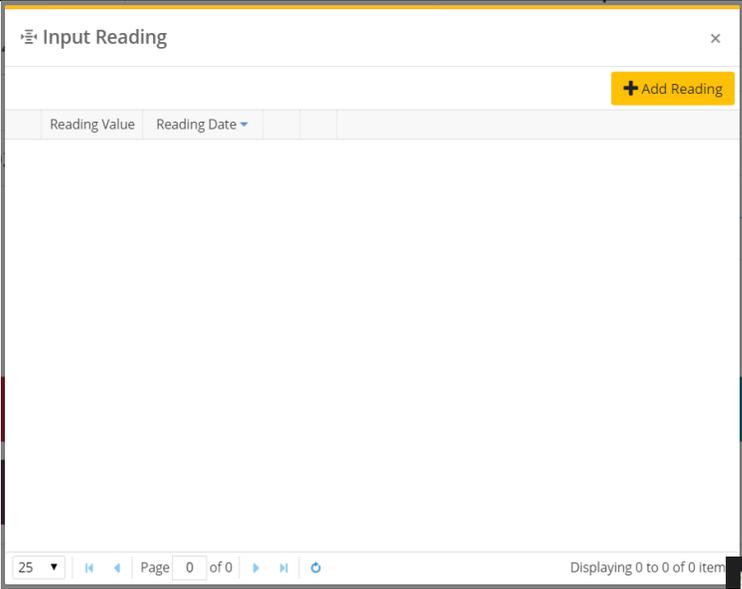
SEND US YOUR SUGGESTION

 <p>The screenshot shows a mobile application interface for submitting suggestions. At the top, there is a blue header with a speech bubble icon and the word 'SUGGESTIONS'. Below the header is a white form titled 'Suggestions' with a close button (x). The form contains four main sections: 'Title' with a text input field containing 'Suggestion Title'; 'Business Partner *' with a dropdown menu showing '0000962005'; 'Phone Number' with a text input field containing '55512345'; and 'Description' with a larger text area containing the placeholder text 'Put details of your suggestion'. At the bottom of the form, there are two buttons: a grey 'Cancel' button with an 'x' icon and a yellow 'Submit' button with a right-pointing arrow icon.</p>	<p>We would like to hear your suggestion to improve our service, write to us!</p> <p>You need to fill all the fields on the screen.</p> <p>Click on  to send your suggestion</p> <p>Click on  to exit the screen.</p>
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INPUT YOUR PIN LOCATION

	<p>Tell us where your meter is exactly for us to improve our service delivery time</p> <p>Click on  to open Google Map.</p> <p>Pin you location.</p>  <p>Click on OK.</p> <p>The screen now contains your location coordinates.</p>  <p>Click on  to save your coordinates.</p>
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INPUT YOUR READING

	<p>You may wish to send us the reading of your meter.</p> <p>Click on  to add the reading from your meter.</p> <p>Enter the Reading Date (Day on which you note the reading).</p> <p>Enter the Reading value (Number obtained from your meter)</p> 
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Click on  to save the data.

Click  and then  to exit the screen.